

HHS COMMITTEE # 1
May 16, 2006

M E M O R A N D U M

May 12, 2006

TO: Health and Human Services (HHS) Committee

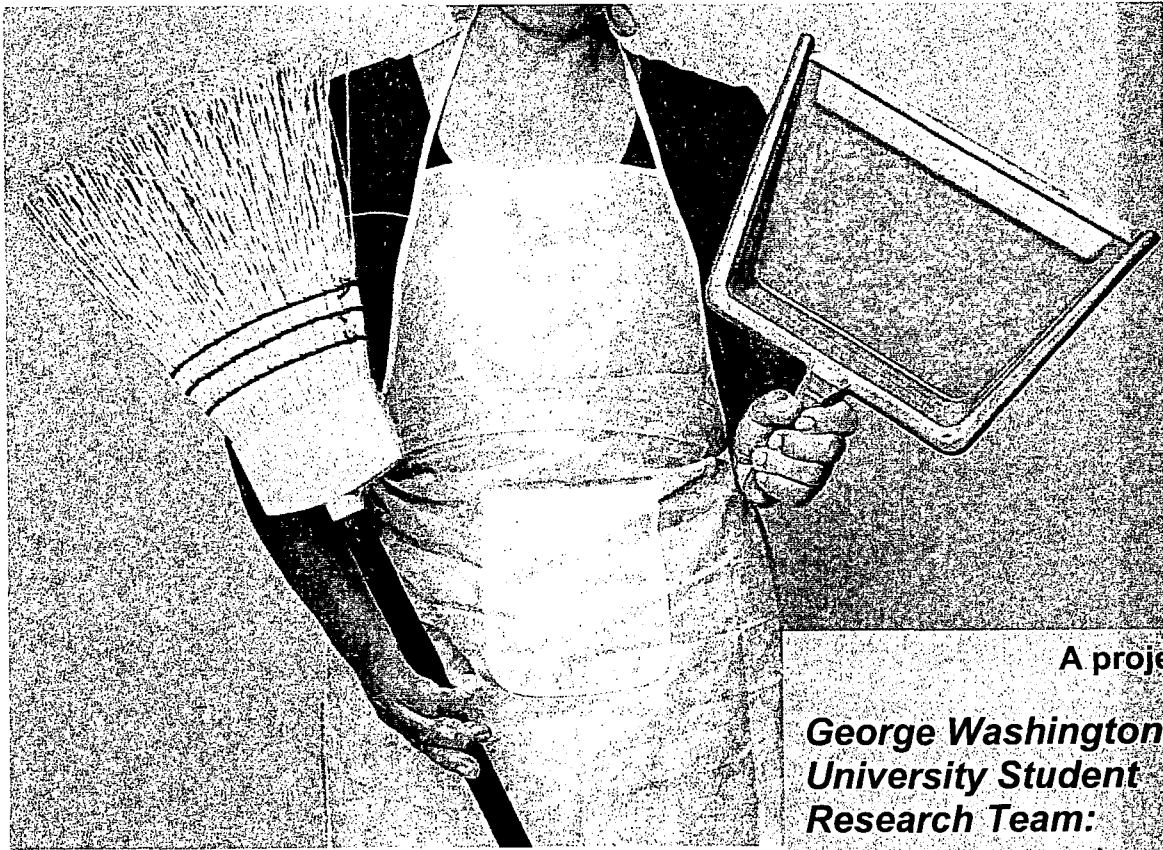
FROM: Joan Planell, Senior Legislative Analyst *JPlanell*

SUBJECT: **Report from George Washington University School of Public Policy
Graduate Students - Working Conditions of Domestic Workers in
Montgomery County, Maryland**

Today the Health and Human Services Committee will receive a report from the George Washington University graduate students who examined the working conditions of domestic workers in Montgomery County. Their final report is attached.

f:\planell\hhs\pack\2006 packets\final repot gwu domestic worker study.doc

Working Conditions of Domestic Workers in Montgomery County, Maryland



A project of the

***George Washington
University Student
Research Team:***

**Gregory Gaines
Jordan Head
Matthew Mokey
Amy Potemski
Michael Stepansky
Amy Vance**

Sponsored by
**Montgomery County Council Committee on
Health and Human Services**

Working Conditions of Domestic Workers in Montgomery County, Maryland

Final Report

May 10, 2006

Gregory Gaines
Jordan Head
Matthew Mokey
Amy Potemski
Michael Stepansky
Amy Vance

Executive Summary

This report examines the working conditions of domestic workers in Montgomery County, Maryland. It is the outcome of collaborative efforts between George Washington University Master of Public Policy candidates and Montgomery County community organizations, working under the auspices of the County Council's Health and Human Services Committee. The objective of this research was to determine whether the working conditions of domestic workers are unfair, and if so, the extent and magnitude of such problems.

Women and men, primarily immigrants, provide invaluable services to the households of Montgomery County. They clean and cook in the homes of residents; they care for the community's children, its elderly, and its sick; and they add to the overall quality of life. Their labor is indispensable to many residents who employ them. However, their working conditions are widely perceived to be unfair – their pay inadequate, their hours long, their benefits lacking, and their treatment poor. In Montgomery County, domestic workers have called on the county for redress through the voice of community organizations and advocacy groups such as CASA de Maryland and the Montgomery County Commission for Women.

The goal of this study is to move beyond anecdotal evidence and provide the Montgomery County Health and Human Services Committee with sound empirical data on domestic working conditions in order to inform public discussion of these issues and potential policy solutions. To that end, this report presents findings from the Montgomery County Domestic Worker Survey.

This profile of domestic labor in Montgomery County is based on a county-wide survey of 286 domestic workers who live and work in Montgomery County. Domestic workers were surveyed at a variety of public locales, including parks, metro stations, churches, and community outreach centers over a period of approximately three weeks spanning March and April 2006. Data was analyzed using Excel and SPSS statistical software, as well as using US Census data and pre-existing scholarly studies.

The findings of this study show that there are substantive differences both among types of domestic workers as well as between domestic workers as a class and the general population of Montgomery County. In short, domestic workers are uniformly deprived of health benefits, retirement provisions, as well as standard breaks and holidays. These conditions warrant attention from policy makers in Montgomery County but the form that these policies should take will require further research and analysis. While the data presented in this report provides a detailed picture of the domestic worker population at large, the Live-in domestic worker population is difficult to reach and is therefore underrepresented in our survey. It is imperative to the improvement of domestic worker protections, rights, and welfare that this specific population is targeted for future research. However, should the county decide to take legislative action that may create mandated work standards it will be important to consider the extent to which the informal market for domestic work is predicated upon a certain degree tolerance on the part of both domestic workers and their employers. As such a useful alternative option may be coalition building and associative employee networks.

Summary of Findings

Domestic Workforce

- The ‘average’ domestic worker is an unmarried, 37-year-old Hispanic female with two children and a 9th grade education level.
- Domestic workers speak Spanish as their primary language (73%), and about half of all surveyed do not speak English (56%).

Domestic Work in Montgomery County

- Domestic workers in the county primarily work as nannies (28%) and housekeepers (44%).
- The largest cohort of domestic workers surveyed lives (35%) or works (21%) in Silver Spring.

Working Conditions

Live-ins

- \$6.29 / hour is the mean hourly wage reported by domestic workers who live with their employer (live-ins).
- On average, live-in domestic workers work 58 hours a week.
- Most live-in domestic workers do not receive overtime compensation (75%).
- 38% of live-in domestic workers reported having health insurance of some kind.

Live-outs

- 87% of domestic workers who do not live with their employer (live-outs) earn minimum wage or higher, 38% of which earn \$10.50 or more.
- On average, live-out domestic workers work 39 hours a week.
- Most live-out domestic workers do not receive overtime compensation (82%).
- Only 16% of live-out domestic workers reported having health insurance.

Domestic Voice

- In a free response question, most domestic workers commented on a lack of healthcare. Other prominent issues of concern included the inadequacy of wages, hours, and time-off.
- In an ordinal response question, which asked workers to rank how they felt treated by their employers on a scale of 1 (very bad) to 10 (very well), 87% ranked their employers 5 or higher, including 21% of respondents who indicated that they were treated “very well” by their employer.

ACKNOWLEDGEMENTS

The authors would like to thank the following organizations for their support:

The Montgomery County Council Health and Human Services Committee, CASA de Maryland, The Montgomery County Commission for Women, Community Ministries, Rockville Latino Outreach Program, Migrant and Refugee Cultural Support, Inc., the National Asian Pacific Women's Forum, The Archdiocese of Washington, St. Camilla's Church, The Asian Pacific American Legal Resource Center, and Linkages to Learning.

In particular, the authors would like to thank:

Alexis De Simone, Becky Wagner, Joan Planell, Patty Vitale, Larry Couch, Ann Suprapruik, Nadine Wu, Larry Couch, Jeredine Williams, Dr. Joseph Cordes, Dr. Royce Hanson, Dr. Elizabeth Sherman, Dr. Denise Brennan, Mercedes Nunez, Ana Cristina Rioja, and Rachel Shahidsaless, and the GWU Research Librarians.

The authors are Master of Public Policy candidates at the George Washington University School of Public Policy and Public Administration.

Table of Contents

I. Introduction

Working Conditions of Domestic Workers in Montgomery County, Maryland.

Purpose and background of the project

Lay-out of report

Research Process: Methodology and Limitations

II. The Domestic Workforce

III. The Extent of Domestic Work in Montgomery County

IV. Working Conditions: Live-In Domestic Workers

Wages

Hours

Benefits

Working Conditions: Live-Out Domestic Workers

Wages

Hours

Benefits

V. Domestic Voice

VI. Research Process: Methodology and Limitations

VII. Conclusion and Recommendation

Appendices:

Appendix A: The Domestic Workforce: Data

Appendix B: Wages, Hours and Benefits by Live-In Status: Data

Appendix C: Wages, Hours and Benefits by Employer Type: Data

Appendix D: Methodology and Limitations

Appendix E: Literature Review

References

Copies of Documents Distributed:

Guidelines for Domestic Worker Survey Administrators

Survey Administrator Honor Statement

Surveys

Directory

Timeline

I. Organization of Report

This report is composed of three primary sections. The first section, immediately following, summarizes our general findings, including data on the Domestic Workforce, Domestic Work in Montgomery County, and Working Conditions, divided between live-in and live-out domestic workers. Our summary of Working Conditions entails information on workers' wages, hours, and benefits.

Following this section, we discuss briefly our chosen methodology and several limitations of our study. Among these limitations was the inability of The George Washington University Research Team (hereafter referred to as "GRT") to achieve a perfectly random sample, potential bias among both respondents and administrators, and potential, random errors GRT may have made in the coding and analysis of the data. In light of this, we note here several procedures GRT employed to control for potential bias, including standardized administration, use of third-party translators, honor codes for survey respondents as well as administrators, and t-tests to determine if the data collected differed in statistically significant ways among administrators as well as among respondents who checks the honor code.

The third section of this report begins our appendices. The appendices are provided to give the reader a finer understanding of our methods, our limitations, the data we collected, the literature within which our study is framed, and finally examples of the surveys and forms created for this project.

II. The Domestic Workforce

One of the goals of this study is to create a profile of a 'typical' Montgomery County domestic worker. Using our sample of 286, demographic data such as age, educational attainment, gender, and marital status are used to create this profile. The 'average' domestic worker is a 37 year old Hispanic female, unmarried with two children and a 9th grade education. More specifically, 56% of our sample is unmarried, 84.8% are female, and 91% are Hispanic. Although the average number of children is two, 24% of respondents have no children, and 29% have three or more. However, while the vast majority of our sample is Hispanic, ethnicities vary. The largest ethnic group represented is El Salvadorians (20%), followed by Guatemalans (12%), and Hondurans (10%). Not surprisingly, the majority (73%) reported that Spanish is their primary language, and 56.2% reported that they do not speak English. In terms of educational attainment, the sample is very diverse. Although the average highest grade completed is ninth, the responses range from no school at all to college degrees. 79% of respondents completed high school, but over 20% only have an elementary school education (5th grade or less). At the other end of the scale, 15.7% of respondents report having a college degree. Accompanying graphic representations of the data discussed in this section are depicted in Appendix A, Figures A-1 through A-8.

III. Domestic Work in Montgomery County

In order to identify and address problems facing Montgomery County's domestic workforce, it is necessary to identify where they live, where they work, and what kinds of

positions they hold. The majority of respondents are either nannies (28%) or housekeepers (44%). From our sample, the largest and/or works in Silver Spring. 35% live there while 21% work there. Many domestic workers also live and/or work in Bethesda, Gaithersburg, and Rockville. Although those respondents who neither work nor live in Montgomery County were excluded from the sample, those who either work or live in Montgomery County were included, though this group of respondents made up a very small percentage of the sample as a whole. Graphical representations of this data can be found in Appendix A, Figures A9 through A11.

IV: Working Conditions

There are two major categories of domestic workers. One category encompasses workers who live in the homes of their employers or elsewhere on their employers' property, and is referred to as *live-in domestic workers*. The second category includes all other domestic workers that do not live with their employers and is referred to as *live-out domestic workers*. The distinction between the two is very important in the examination and analysis of the data collected for this report, as there are significant differences in the problems faced by each type of worker. Live-in domestic workers are typically more susceptible to exploitive work conditions because they are prone to isolation from other domestic workers and are unable to separate their home life from their work life. Live-out workers are more likely to have their own homes or apartments and more likely to have families and children, all of which require a higher income. To highlight this necessary distinction and in order to identify issues facing these two cohorts, data on wages, benefits, hours, and overall working conditions has been separated according to live-in status.

Live-in Domestic Workers

The overall sample includes 74 live-in domestic workers, accounting for 28% of survey respondents. This population of domestic workers proved difficult to find and survey, as they are often confined to the homes they work in and seem less likely to reach out to fellow workers or advocacy organizations. For these reasons, they represent a smaller percentage of respondents than live-out workers. Nearly all live-ins reside in the homes of their employers rather than somewhere else on the property. For simplicity's sake, both groups are referred to as "live in" workers in graphical representations in the Appendices.

Live-In Wages

In general, live-in domestic workers are more likely to be paid less than live-out domestic workers, implicitly because employers deduct a portion of their wages to cover their living expenses. The average wage for live-in domestic workers is \$6.29 per hour, but the range of hourly wages reported is quite large. The highest reported wage is \$21.79 per hour and the lowest reported wage is \$0.00 per hour, or no monetary compensation at all. A majority of live-ins (51%) reported earning less than Maryland minimum wage (\$6.15 per hour). 23%, however, reported earning \$10.50 per hour or higher. 75% of live-in domestic workers surveyed do not

receive overtime pay for hours worked in excess of 40 hours per week or 8 hours per day. This may be because they have no way of separating work and personal time, and are always expected to be 'on-call'. In fact, 59% of domestic workers report being 'on-call' 24 hours per day, despite their established working schedule. While all of these arrangements should be clearly specified in a written employment contract, 51% of live-in workers reported having no such contract, while another 8% reported not knowing whether such a contract existed. Accompanying graphical representations of this data can be found in Appendix B, Figures B1, B2, B12, B14 and B15.

Live-In Hours

On average, live-in domestic workers reported working 58.02 hours per week. The minimum reported measure is 8 hours per week and the maximum is 125 hours per week. Their average reported daily hours were 10.52 hours. The minimum reported is 2.5 hours per day and the maximum reported is 24 hours per day. Using the reported hourly wages and hours per week for live-in workers, the GRT calculated a separate variable for hours worked per day. The minimum value of this variable was 6 hours per day while the maximum was 18 hours per day. Only 1 percent of live-in domestic workers surveyed stated that they receive paid breaks. The average number of days off per week for live-in domestic workers was found to be 1.5, meaning that the average live-in does not have a typical weekend off. Accompanying graphical representations of this data can be found in Appendix B, Figures B3, B4, and B13

Live-In Benefits

Benefits are an important concern for all domestic workers, regardless of live-in status. In general, benefits among live-ins in this sample are more widespread than those for live-outs. This is surprising in light of the wage and benefit disparities which will be discussed in more detail below and which are depicted throughout Appendix B. 38% of live-in domestic workers reported having health insurance of some kind, but only 4% reported having maternity leave. 38% of live-ins reported that social security is deducted from their wages. Only 8 % of live-in workers reported having a retirement or pension plan, while a substantial 17% are unaware of whether they have such a plan or not. A majority (57%) of live-ins reported receiving paid vacation days, while only 40% reported receiving paid sick days. 40% receive pay for federal holidays during which they do not work. It is notable that for all questions pertaining to receipt of benefits, many live-in workers reported not knowing whether or not they had certain benefits, which raises a concern of how informed live-in domestic workers are. Accompanying graphical representations of this data are depicted in Appendix B, Figures B5 through B11.

Live-out Domestic Workers

The second category, live-out domestic workers, makes up the majority of survey respondents (189 or 72% of all respondents). Live-out domestic workers generally find work in two different ways. Either they work for independent households, finding work through their own social networks or through referrals by their employers, or they work for a company. 68% of all survey respondents are employed by independent households, while 32% are employed by

companies. The differences in terms of hours, wages and benefits for those working for individual employers versus those working for companies are detailed in Appendix C. In general, however, there is little to no difference between these two cohorts. The majority of differences are between live-ins and live-outs.

Since live-out domestic workers are more likely to service multiple households per week, they are also more likely to have a range of hours and wages than live-ins. However, whereas workers employed by companies would have these hours aggregated and their wages standardized, domestics who work for themselves do not have this benefit. This is significant in that our data also shows that the live-out group is more likely *not* to receive benefits such as health insurance relative to live-in domestic workers. We hypothesize that this may be because those with multiple employers likely work fewer hours at each of their employers' homes such that each employer considers them as a part-time employee and therefore feels no obligation to provide benefits commonly considered more appropriate for full-time employees, such as live-in domestics.

Live-Out Wages

In general, live-out workers' wages are significantly higher than those of live-ins. 87% of live-outs earn minimum wage or higher, and 38% earn \$10.50 per hour or more. The average wage for live-out domestic workers is \$9.79 per hour, but reported hourly wages ranged from a high of \$21.00 per hour to a low of \$0.40 per hour. A majority of live-out domestic workers (82%) reported that they do not receive extra compensation for overtime hours worked. Live-out domestic workers are less likely to have a written contract than live-in workers, with only 7% of live-out workers reporting having a written employment contract. Accompanying graphical representations of this data are depicted in Appendix B, Figures B1, B2, B12, and B16.

Live-Out Hours

Again, live-out domestic workers typically work fewer daily and weekly hours than live-in workers. On average, live-out domestic workers reported working an average of 39.09 hours per week. Minimum weekly working hours were reported as 6 hours while the maximum weekly working hours were reported as 105 hours. Average daily hours for live-out workers were reported as 7.51 hours. The minimum reported for this variable was 1 hour per day and the maximum reported was 15 hours per day. The separate variable for hours worked per day calculated by the GRT (discussed above) found a minimum of approximately 0 hours per day and a maximum of 12 hours per day. Of the live-out workers surveyed, 33% reported that they receive paid breaks, a significantly higher number than for live-in domestic workers. Not surprisingly, all of these numbers are lower than those for live-in domestic workers. The average number of days off reported by live-out workers is 1.8 days per week. Accompanying graphical representations of this data can be found in Appendix B, Figures B3, B4, and B13.

Live-Out Benefits

Only 16% of live-out domestic workers reported having health insurance. 28% reported that money for social security is deducted from their wages. Similar to live-in domestic workers,

only 7% of live-out workers reported having a retirement or pension plan, while 22% reported not knowing if they had such a plan. A small number, 20%, reported that they receive paid vacation days, and only 18% receive pay for federal holidays on which they do not work. Only 15% receive paid sick days. 61% of live-outs reported not having maternity leave, and another 25% are unaware of whether they have maternity leave or not. For the most part, these numbers are significantly lower than those for live-in domestic workers, which also might be attributable to the fact that they are more likely to work part-time for several employers rather than full-time for a single employer. This does not apply, however, to the significant number (37%) of live-out workers who work for companies. Accompanying graphical representations of this data can be found in Appendix B, Figures B5 through B11.

V. Domestic Voice:

Domestic workers share similar experiences and concerns regarding their work. In order to better understand the experiences of the individual domestic worker, the survey included an open-response question that asked respondents to report any additional comments pertaining to wages, benefits, healthcare or any other work-related issues. The following quotations are examples of the more descriptive responses, but that are nevertheless characteristic of many of the shorter responses provided by other survey respondents.

“When you work as a housekeeper you don’t have any insurance in case you fall or you have an accident inside the home...when you work as a nanny and the children you take care of get sick you have to work anyway and if you get sick you have to pay from your paycheck when you visit the doctor.” (*anonymous domestic worker, Montgomery County*)

“Most of my clients have treated me very good. I’m lucky!” (*anonymous domestic worker, Montgomery County*)

“It was good when I entered a job in which I believe I established my labor conditions, but for a while that [working conditions] were not respected on the part of them [the employer], for the time being I do not have another alternative, I am accepting this for my family. But I am a little displeased because I would want to use my time in another activity such as studying...” (*anonymous domestic worker, Montgomery County*)

“I don’t have any benefits due to I don’t work full time. I would like to have any help or assistance with the care of my baby in order to work full time and go to school.” (*anonymous domestic worker, Montgomery County*)

“I would like to know exactly what are my benefits and what rights do I have as a worker.” (*anonymous domestic worker, Montgomery County*)

“I have no benefits and work many hours... I experience sociological and moral maltreatment and do not have time to eat or rest.” (*anonymous domestic worker, Montgomery County*)

“I don’t agree with my pay because it is very little and I work a lot and am not paid for the extra [time I work].” (*anonymous domestic worker, Montgomery County*)

The majority of respondents who provided information for this open-response question commented on the lack of health insurance. Other prominent issues of concern included the inadequacy of wages, hours, and time-off. While most respondents did not comment on their relationship with their employer, the responses of those who did varied from positive to negative (with a majority of these comments being negative).

In order to more directly address the issues of worker-employer relationships, a survey question was developed with an ordinal scale to gauge employees’ opinions of their employers. Nearly the entire sample (275 people) answered the question “How do you feel your employer treats you on a scale of 1 (very bad) to 10 (very good)?” In coding this particular variable, the following ordinal scale was used:

- 1 = Extremely Poor
- 2 = Very Badly
- 3 = Badly
- 4 = Below Average
- 5 and 6 = About Average
- 7 = Above Average
- 8 = Good
- 9 = Very Good
- 10 = Excellent

87.2% of respondents answered this question with a “5” or higher, while 21% answered with a “10,” and only 3% responded with a “1.” It is important to note that a high opinion of one’s employer is not necessarily indicative of good working conditions, as many who rated their employer highly make below minimum wage and work very long hours.

VI. Research Process: Methodology and Limitations

Methodology

The primary method of data collection for this study entailed the creation and administration of a survey. This method was chosen primarily for reasons of economy: the ability to collect the greatest amount of information from the greatest number of people in a uniform way; the anonymous quality of the instrument; and the relative ease with which the data could be manipulated for quantitative analysis.

The survey instrument was created through the collaborative efforts of the GRT, Montgomery County Council Health and Human Services Committee, and stakeholders, including immigrants’ and women’s rights advocacy groups. The GRT Team drafted an initial questionnaire, which captured information on basic working conditions and demographics, such as wages, hours, type of work, age, gender, ethnicity, and language. This initial draft was sent to

all the Health and Human Services Committee and stakeholders for review, following which a final version was created with the suggestions provided.

The finalized survey included 28 questions, 27 of which were fixed response questions, the remaining question being free response. The instrument was translated into 7 different languages: Spanish; Portuguese; French; Tagalog; Vietnamese; Chinese; and Korean. It was designed to fit on a single sheet of paper (two-sided). It was also designed to be completely anonymous; survey administrators were instructed to inform respondents that they were required to put *no* identifying information on the survey.

Approximately 800 surveys were mailed to advocacy groups which volunteered to administer the survey. In addition to the requested surveys, each group received a set of instructions for survey administration, an honor pledge form for survey administrators and a feedback form to report on any issues or irregularities. The decision to solicit advocacy groups to participate in the survey administration phase of the study was based on their established trust and connection with the domestic worker community, without which, an adequate sample size could not have been derived.

Survey distributors were given three weeks to administer and collect completed surveys. Administration took place at a variety of locations including the Community Ministries relief centers, metro stations, public parks, English as a Second Language (ESL) classes, fast food restaurants, churches, the Wheaton Library, Casa Maryland's Celebration of Domestic Workers, Casa Maryland's Employment Center, Asian grocery stores, malls, and at a rally for immigrants on the National Mall.

At the conclusion of the distribution period, 367 surveys were collected, 286 of which were determined usable based on the type of work and geographic location of respondent. Non-numerical answers were assigned numerical codes for data-entry purposes, following which the coded surveys were entered into SPSS statistical software to compute descriptive statistics. A fuller discussion of this study's data collection procedures is included in Appendix (?).

Limitations

This study faces three primary limitations in the interpretation and analysis of its findings. First, the survey was not based on the random selection of respondents, so that characteristics attributed to the domestic workers surveyed may not necessarily hold for the *entire* domestic worker population in Montgomery County. Second, survey research is vulnerable to respondent errors, both intentional and unintentional. Respondents may feel pressures to answer untruthfully, or may simply make a mistake in completing the survey. Either situation may create a potential bias in the overall findings of the survey. Lastly, because this study is based on the cooperative efforts of numerous stakeholders in Montgomery County, two unique factors must be noted: first, the use of stakeholders to administer the survey may have excluded domestic workers unassociated with those groups; secondly, the use of non-neutral stakeholders to administer the survey could potentially bias results in favor of their presumptions. Each of these limitations was perceived before data collection began, and the study incorporated numerous means to address these challenges.

Non-randomization was primarily addressed through use of myriad stakeholders; the greatest number of distributors ensured the largest possible sample. Translation into seven languages, the addition of third-party translators to facilitate outreach, and the distribution of surveys in a

variety of locales over as long a time period as possible, were all further attempts to extend the reach of this study. Finally, standardization of distribution techniques, analysis of the techniques actually employed, and statistical testing of the results were additional means to control for any differences in results incurred through difference's in stakeholders' methods.

Respondent Error, both deliberate and inadvertent, was controlled for through several means. Incongruous answers – answers in which the respondent did not make sense – were coded as “unanswered” in the vast majority of cases. While deliberate misrepresentations are often impossible to eradicate, the imposition of an honor pledge for respondents sought to minimize such threats. Further, as many questions as possible with devised to be answered through simple “yes/no” responses and single numbers. Follow-up questions were created to ensure that respondents could answer with the best possible degree of specificity. Ultimately, perhaps the best means employed to mitigate respondent error was a repeated emphasis that whatever information they had to convey was valuable; indeed, that there were no “right” or “wrong” responses. Through this, as well as pains to communicate with respondents in their own language, GRT attempted to minimize this to the greatest possible degree.

Stakeholder Biases were controlled for through the use of t-tests – statistical tests of averages – to discern if data differed according to from where it was derived. (Subsequently, this test showed no such difference.) Additionally, stakeholders were directed to distribute surveys in a particular way, to complete a feedback form which GRT then analyzed, as well as to complete an honor pledge themselves, stipulating that the surveys were distributed according to our directions and that they, the stakeholders, have confidence in their results. Lastly, simply through the use of as many stakeholders as possible GRT sought to minimize the influence of any single group. Thus, conducting outreach throughout Montgomery County, in a variety of languages, and over at least three weeks, were all attempts to collect data from the widest possible sample and so minimize any potential biases originating from any particular group.

Finally, it is also of note that imposing checks on respondents and administrators does exact a cost. GRT felt obligated to minimize these costs to the greatest degree possible; our study attempted to balance scope with reliability throughout. However, a larger sample would almost assuredly have been achieved if respondents were able to take surveys with them to other domestic workers not captured in the initial rounds of outreach. While this would have imposed new reliability concerns, this would as well have greatly increased the scope of the final study. A fuller discussion of this study's limitations and how they were addressed is included in Appendix D.

VII. Conclusions and Recommendations

In aligning our research with the pervading policy environment, and the circumstances that prompted this study, we must revisit our domestic worker profile in order to draw meaningful inferences from the data. Most domestic workers are, on average, already working just under 8 hours per day, approximately 40 hours per week, and are receiving 2 days off per

week, though not necessarily weekends. In terms of wage rates there are many significant disparities between Live-ins and Live-outs. Only 13 percent of Live-out workers are paid below the minimum wage of \$6.15 per hour, while more than half of the Live-in population is paid below the minimum wage. On average Live-outs are earning over 3 dollars more than Live-ins on an hourly basis.

These statistics should not be misunderstood as a sign of acceptable wage and work conditions even when taking into consideration the relative level adequate wages being attained by Live-out workers- presumably the most well off group of domestic workers in terms of wage and work conditions. In spite of this, however, is the uniform absence of benefits across both Live-in and Live-out populations. The vast majority of our respondents are deprived of health coverage, retirement benefits, overtime pay, paid breaks, paid vacations, paid sick leave, and most are not granted job security by means of an obligating contract of employment. That said, there is an urgent need to help this population, not only in terms of worker rights and protections, but in a greater social services sense of civic welfare.

The most obvious hurdle in terms of applying a solution is the relative imprecision involved in determining just what, exactly, are the working conditions of the domestic workers that are most disadvantaged. Live-in workers and their work conditions are the most difficult element of this population to pinpoint and our survey results seem to attest to the remarkably insular nature of this type of domestic work. 72 percent of all respondents work in a capacity that keeps them primarily inside the actual property of their employer (nannies, housekeepers, etc.), rendering them virtually invisible to the protective services of government. If we take these collective points to be at all indicative of the general domestic worker population, it becomes clear that the paramount hurdle to domestic worker accessibility, and subsequent protections via public policy, is that the nature of the job takes these workers out of the enforceable public sphere and into the shrouded, guarded domain of the private citizen's home. Additional research will enable a more useful context within which more informed policy options may be presented.

Recommendations in Brief

Promote Associative Advocacy Coalitions

Unionization is an elusive tool to utilize for domestic workers on account of the nature of domestic work being such a disassociated and isolated job. The spatial isolation of domestic workers creates natural barriers to unionization and necessarily impedes the type of cohesive organization and peer-to-peer networking that typifies most labor movements. The work environments of domestic workers are simply not structured in a way that would enable them to unify and channel their political voice on their own. As a result they must have proxy representation in order to be heard within the policy process. In this way, advocate association is a much more effective vehicle for promoting the protection of domestic worker rights.

It is possible for the Health and Human Services Committee to utilize an association model for organizing domestic workers, domestic worker advocates, and local government officials as an alternative to worker unions. The Domestic Workers Rights Partnership in New York is an example of on such of an associated advocacy network. Essentially, in Montgomery County, this might resemble the type of collaborative effort that was used to craft this Montgomery County Domestic Worker Study and its subsequent report. Council members, the heads of the prominent advocacy agencies, community outreach groups, and concerned citizens

can all be brought to the table on an ongoing basis in order to actively address the problem and negotiate solutions.

Institute Mandatory Wage, Overtime, and Contract Provisions

Legal protections for domestic workers that mandate wage and contract provisions are seldom adopted by local governments. One of the most recent examples of relevant domestic worker legislation is New York City Local Law #33, subchapter 14 of 2003. The law amended the administrative code of New York City to mandate that every licensed job placement agency provide written applications, a statement of employee rights, and statement of job conditions. The law also aligned violations of these provisions and their enforcement procedures with the general labor protection laws. Montgomery County could consider similar laws in order to induce private companies to adhere to appropriate work standards.

The primary challenge to this option will be that the market for domestic work is largely built upon informal work agreements that are unregulated and virtually unenforceable because they exist outside of the licensed industry. Additionally, the private market for jobs may react negatively to increased labor standards. Private employers may decide to hire fewer domestic workers if the once informal process of hiring nannies, landscapers, plumbers and the like becomes cumbersome and expensive. This creates an incentive to undercut policies that mandate higher wages. So long as workers are able to individually, and competitively, broker their services as independent contractors, private employers will continue to hold a significant leveraging mechanism in labor negotiations. Therefore policies that might induce a reduction in the number of available jobs and work opportunities should be cautiously considered. A misapplication of legislative force may trigger detrimental consequences for domestic workers.

Essentially, domestic workers are forced to elect the lesser of two remarkably bad alternatives- they can either have no job and no income or resign themselves to menial, low paying jobs that provide no job security, no health coverage, no paid leave, and no retirement provisions. Given the former option, domestic work is the only *real* option available, albeit an option that further relegates these people to a life of poverty. Destitute circumstances notwithstanding, there is an element of choice present in this equation and until this factor is mitigated policy provisions will be greatly hamstrung by a lack of compliance on the part of the very population that the legislation aims to protect.

This behavioral component impacts the ability to enforce these work agreements as well. According to our survey, domestic workers are overwhelmingly positive feeling about the way that their employers treat them, yet 67% have no contracts, 78% percent have no healthcare, and 72% have no retirement provisions. Taking these results into account, it becomes clear that there is a diametric conflict between the actual labor conditions and the average domestic worker's own appraisal of those same working conditions. As such, any legislative mechanisms that require domestic worker buy-in and cooperation should be instituted with the understanding that there must also be a corresponding increase in the domestic worker's own awareness of fair labor standards and a collective resolve to stand by those standards.

Conduct Further Research

A third recommendation is that more research is needed and the County should endeavor to investigate domestic worker rights and protections in further detail. Specifically, future studies should be aimed at infiltrating the sheltered, Live-in domestic worker population. Live-in domestic workers represent just 28 percent of our survey. This suggests that simply canvassing public locations and even targeting known outreach centers that service domestic workers is not an effective enough method of investigation to yield high levels of Live-in response rates. Live-in domestic workers are, by definition, a shut-in and inaccessible population whose circumstances truly deserve additional scrutiny. It is imperative that this population is more thoroughly represented in future studies if we are to glean a more complete understanding of the true plight of domestic workers.

We believe that the research within this report is sound and of the highest possible quality. This report is also the second most extensive study on domestic workers ever conducted in the United States. We are confident that the results of our survey will aid the Health and Human Services Committee regardless of the decided policy direction and should additional research be conducted, it will certainly not diminish the validity of the this report's findings, but rather it can only help to provide a more robust understanding of the domestic worker population.

Appendix A: The Domestic Workforce

This section describes general demographic information gathered from survey respondents as well as information about what kind of jobs domestic workers have and how they feel about their employers. Age, marital status, gender, number of children, educational attainment level, ethnicity, language, cities of residence, and other data for the sample are presented graphically.

Figure A1: Marital Status of Domestic Workers (N = 269)

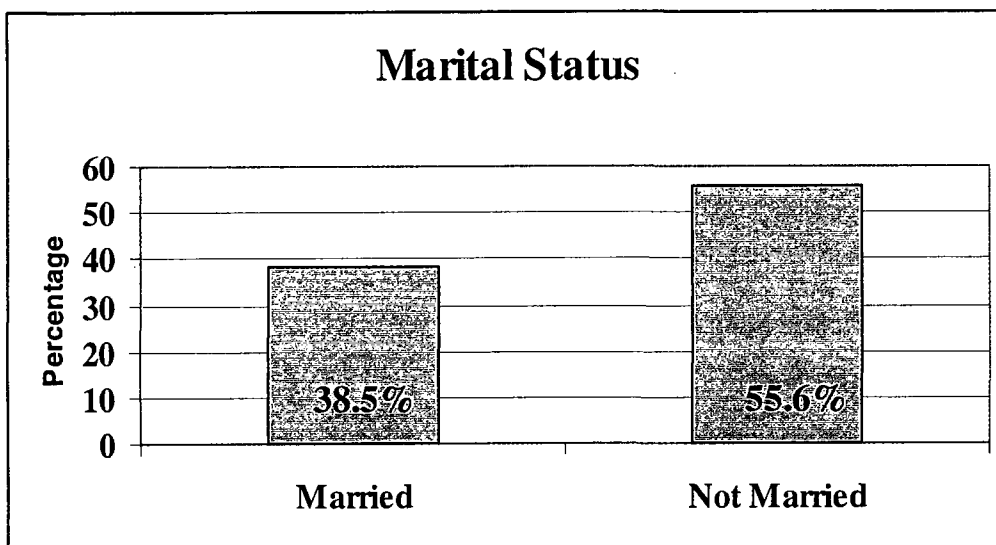


Figure A2: Gender Distribution (N = 263)

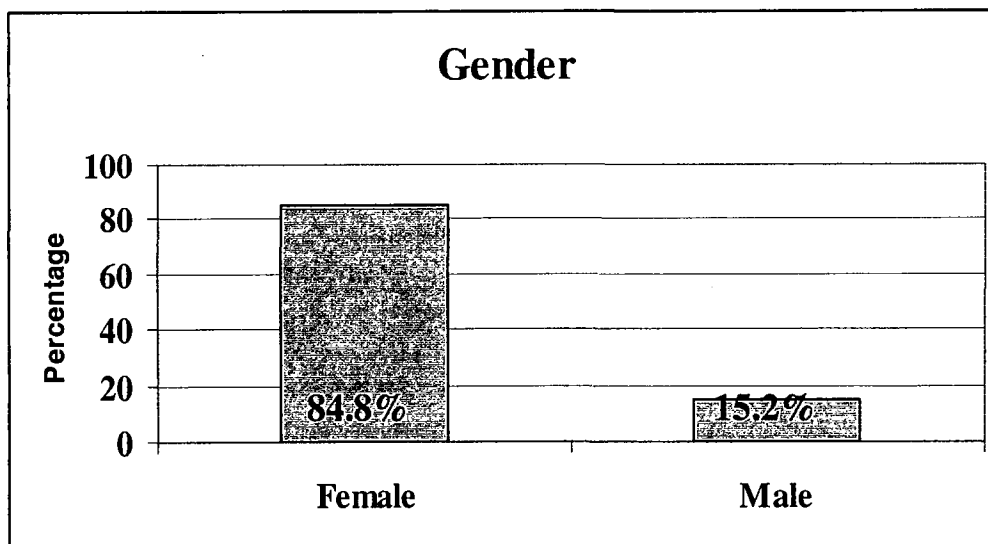
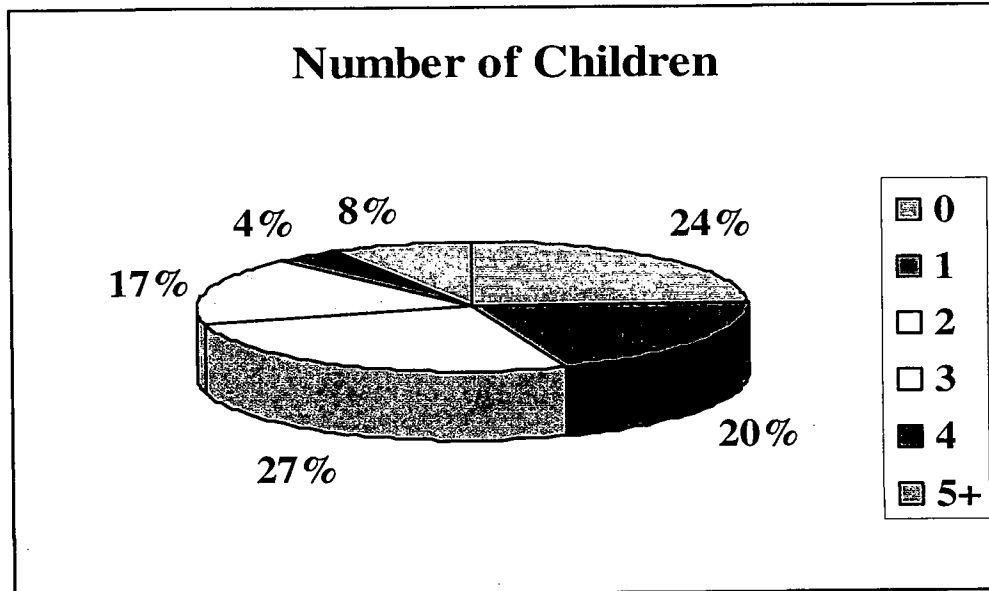


Figure A3: Number of Children-Distribution (N = 247)



Number of Children

Mean: 2.08

Median: 2.00

N = 247

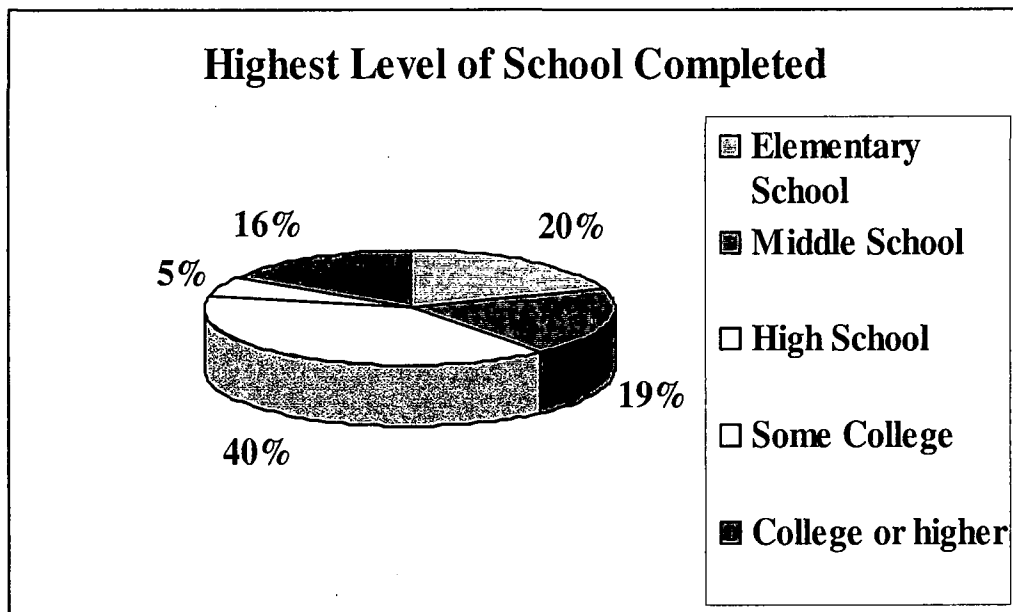
Age

Mean: 37.21

Median: 35

N = 268

Figure A4: Educational Attainment (N = 249)



Highest Grade Completed

Mean: 9.253

Median: 11.00

N = 249

Figure A5: Hispanic or Non-Hispanic (N = 252)

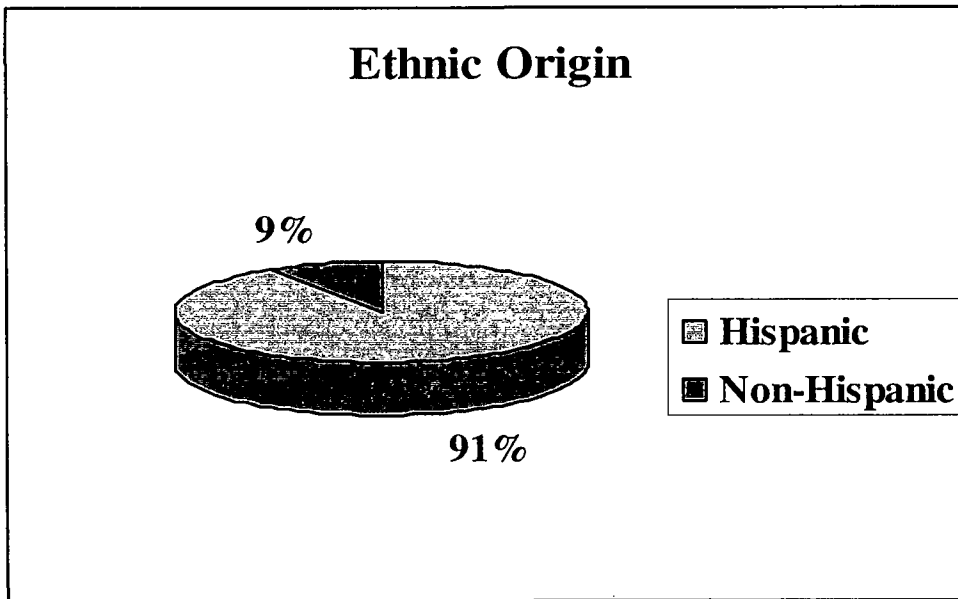
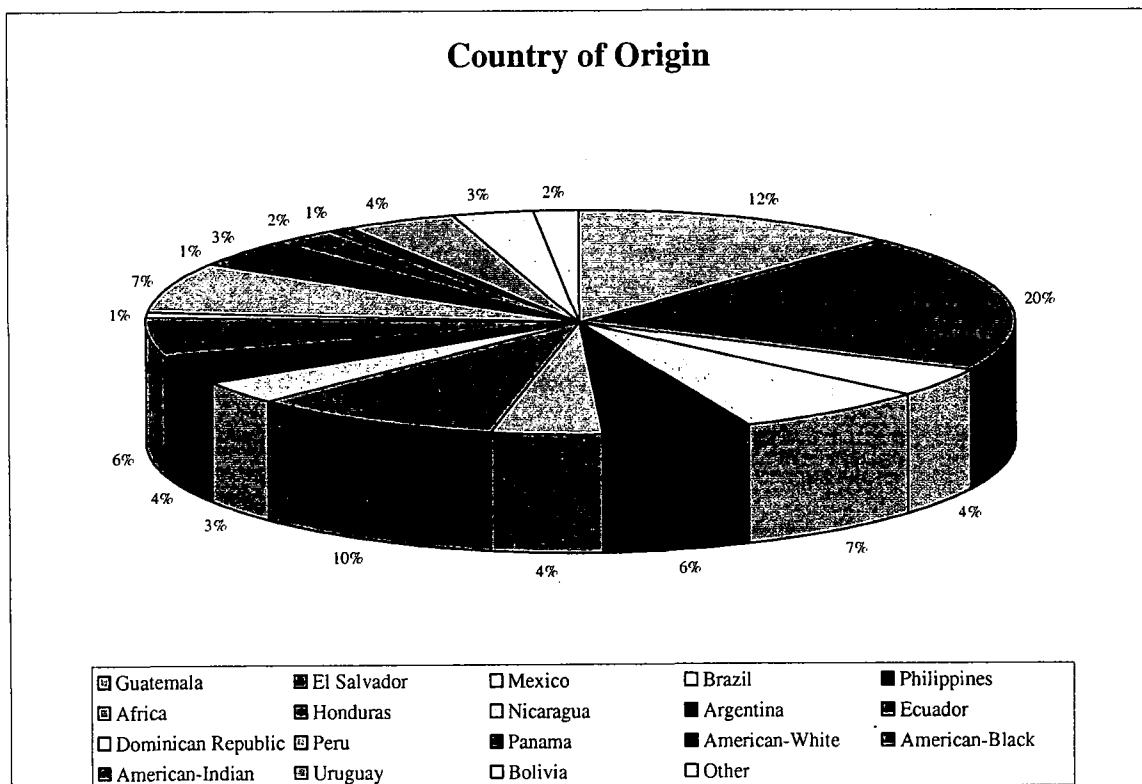


Figure A6: Country of Origin (N =124)



Note: 56% of respondents did not answer this question

Figure A7: Ability to Speak English (N = 267)

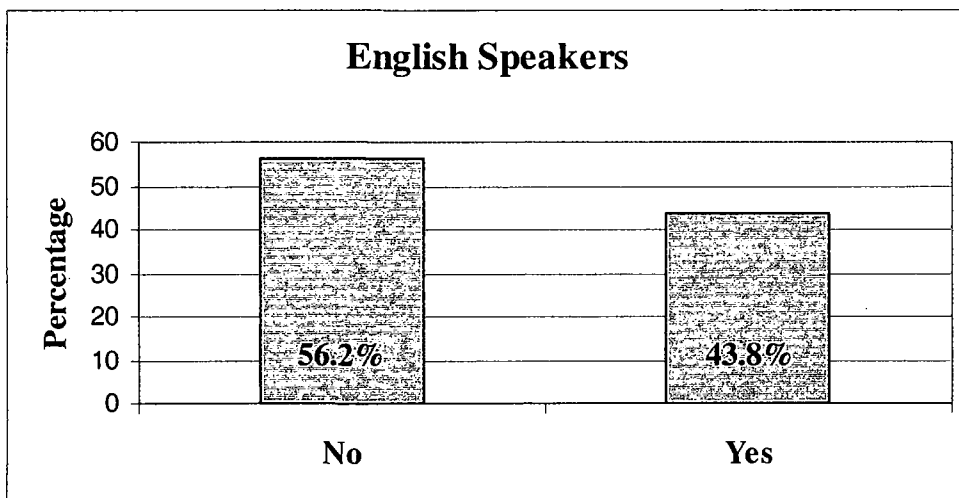


Figure A8: Language Spoken at Home (N = 261)

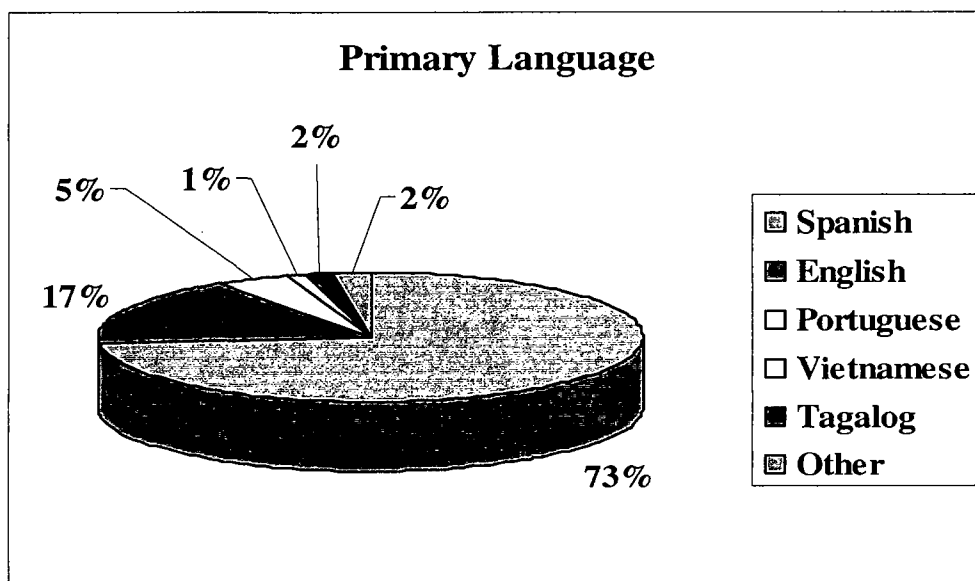


Figure A9: Domestic Worker Occupations

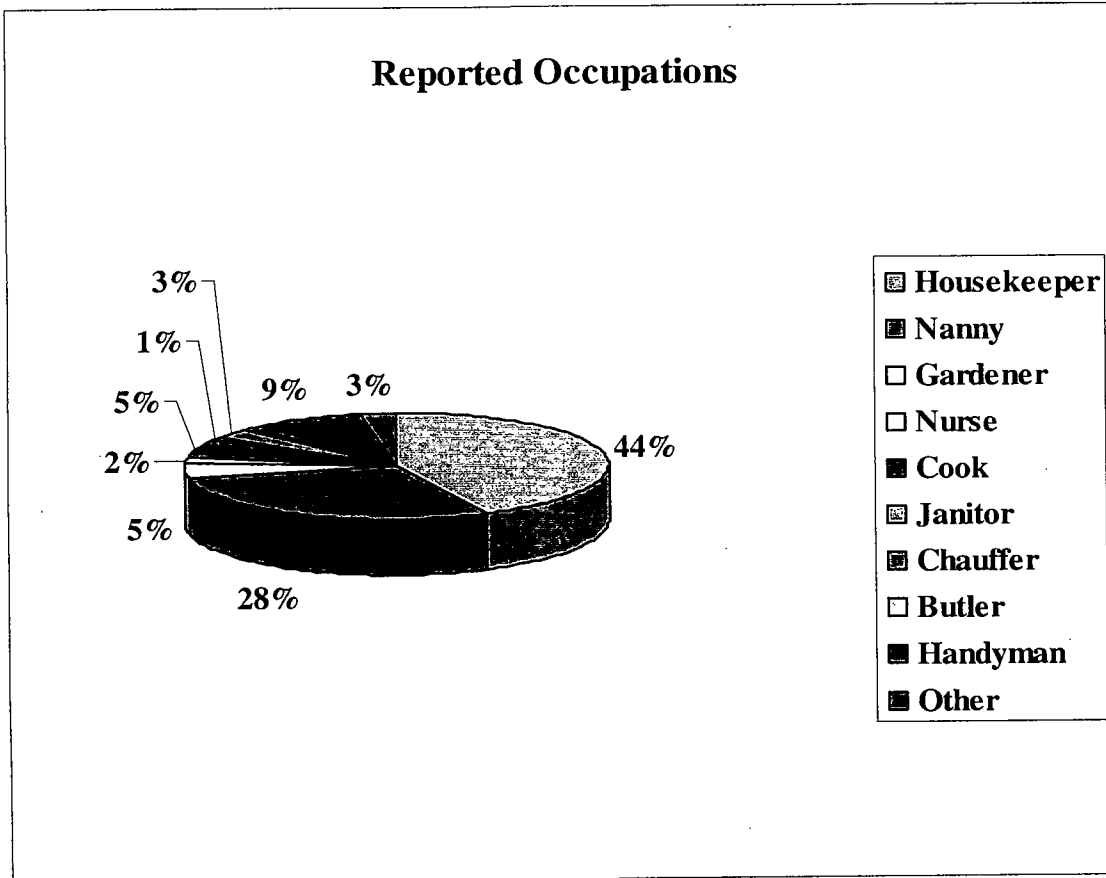


Figure A9: 72% of respondents are either nannies or housekeepers. (N = 286)

Figure A10: Geographical Dispersion of Jobs (N = 244)

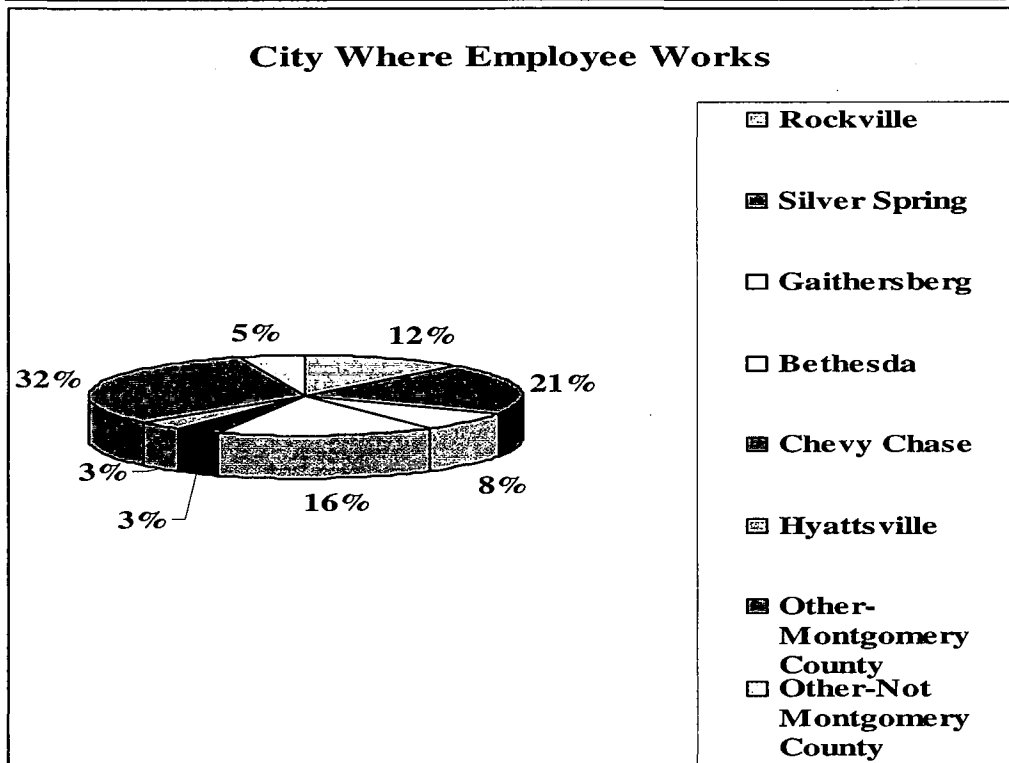


Figure A11: Geographical Dispersion of Workers (N = 259)

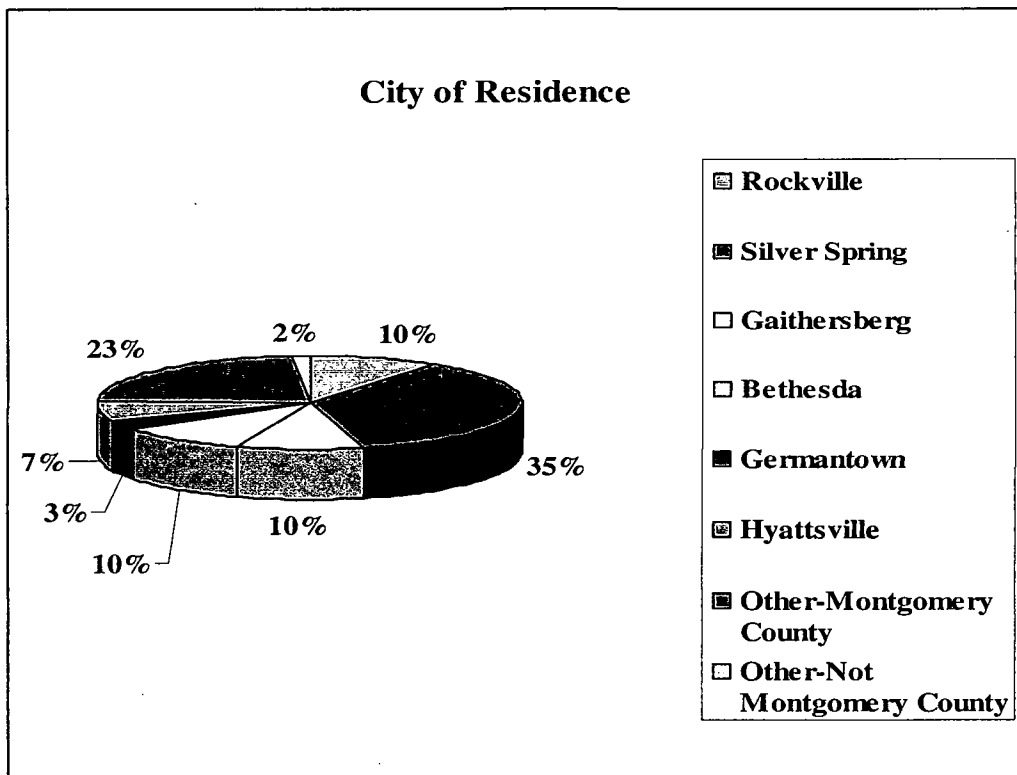
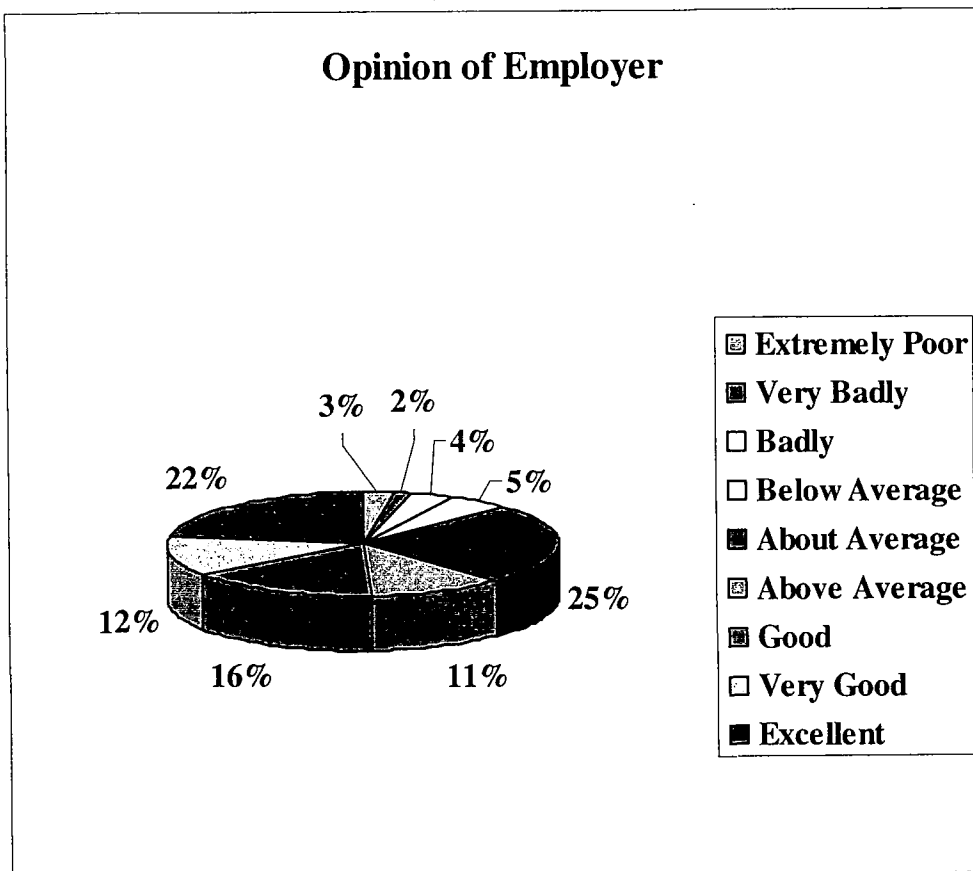


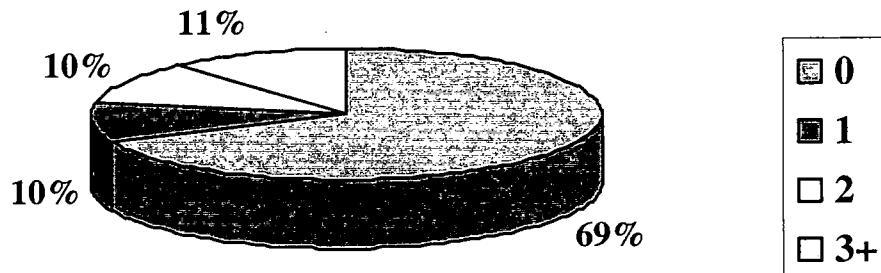
Figure A12: General Feeling About Employer (N = 275)



**87% of respondents answered the question “How do you feel about your employer?” with a response of About Average or higher.
(N = 275)**

Figure A13: ER Visits by Workers With and Without Health Insurance (N = 175)

ER Visits- No Insurance



ER Visits- With Insurance

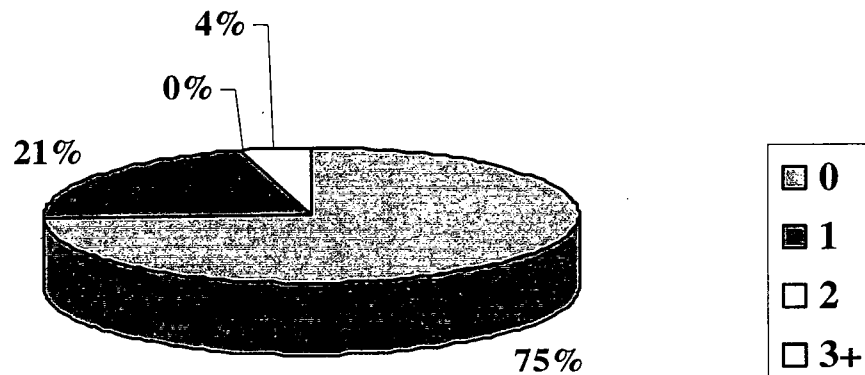
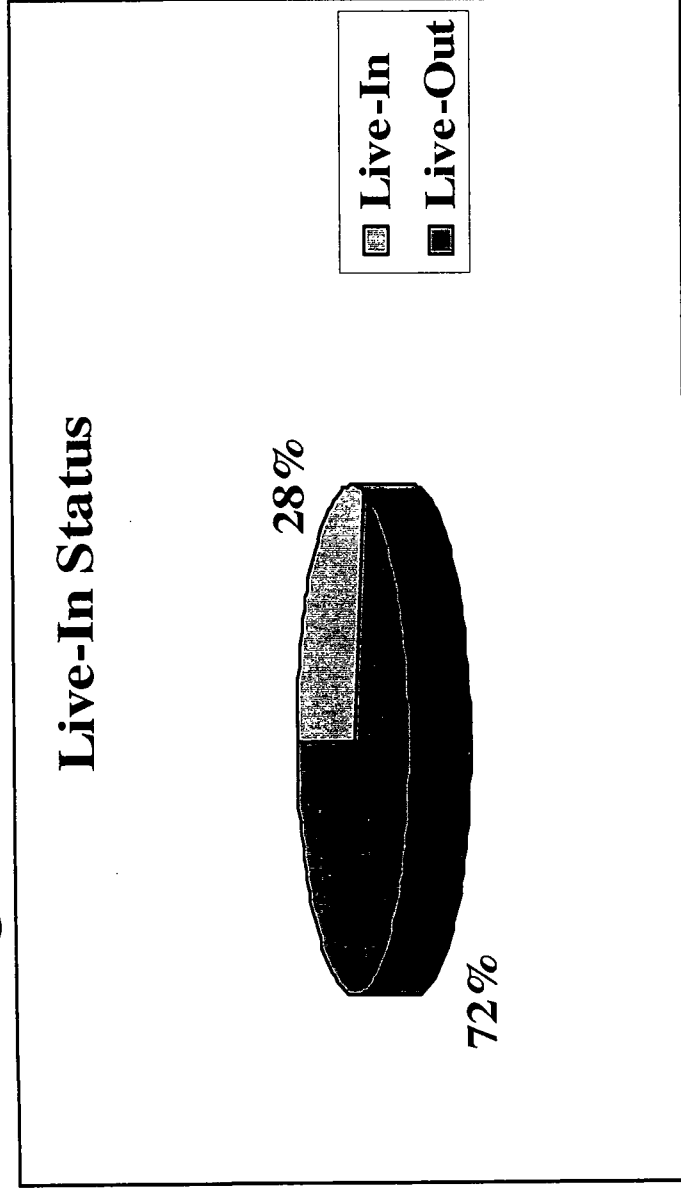


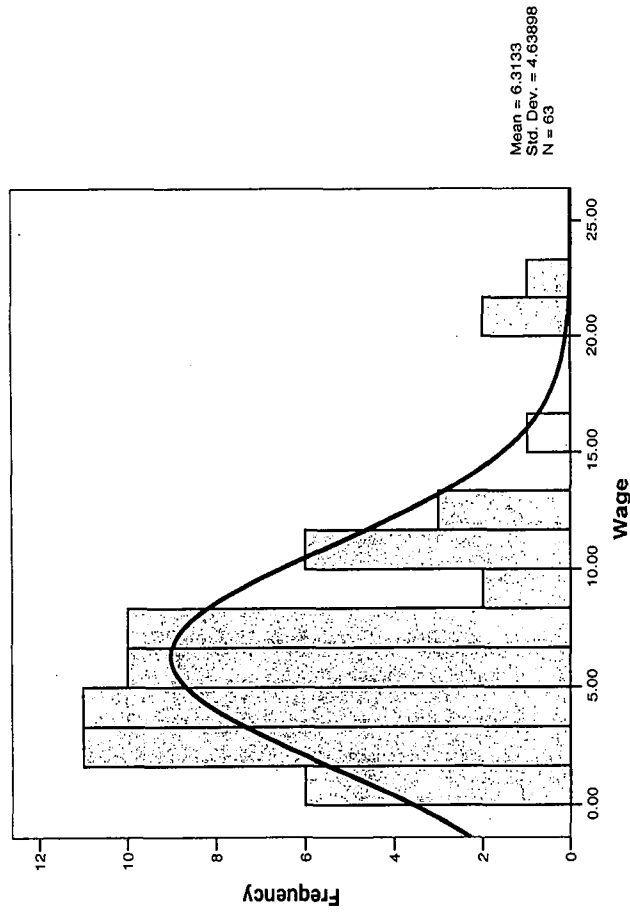
Figure B1-9: Visits to the Emergency Room in the Past Year for Respondents With and Without Insurance: The majority of both cohorts did not visit the ER in the last year, but more respondents without health insurance visited the ER more than three times in the past year than those who do have health insurance. (N = 203)

Appendix B: Wages, Hours and Benefits by Live-In Status



This section focuses on the differences and similarities in wages, hours and benefits between employees who live with their employers and those who live elsewhere. The data in this section describes reported wages, hours, and benefits for those respondents living in their employers' homes and those living elsewhere. The purpose of this is to identify significant differences between working conditions and treatment of workers in these two cohorts. Out of our sample of 286, 263 answered the question "Do you live in your employer's home or elsewhere on your employer's property, or do you live somewhere else NOT on your employer's property?" Those responding that they live either in their employer's homes or elsewhere on their employer's property are grouped together as "Live-Ins". Due to the comparably low number of live-in respondents, a "Live-In N" is also listed for each graph.

Figure B1: Wages by Live-In Status

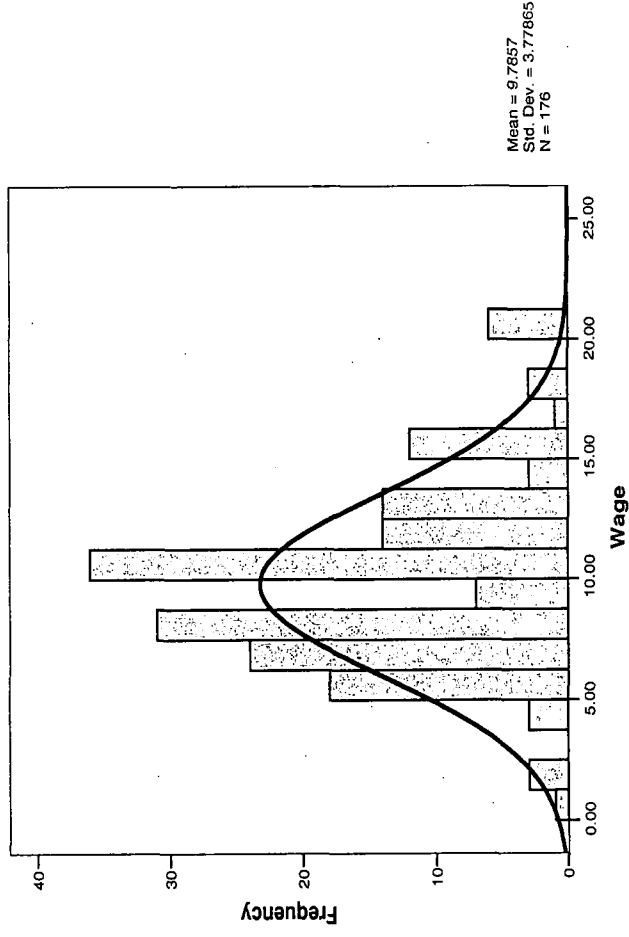


Live-Ins
N = 63

Average Hourly Wage: \$6.29

Minimum Wage: \$0.00

Maximum Wage: \$21.79



Live-Outs
N = 176

Average Hourly Wage: \$9.79

Minimum Wage: \$0.40

Maximum Wage: \$21.00

Figure B2: Hourly Wage Distribution by Live-In Status

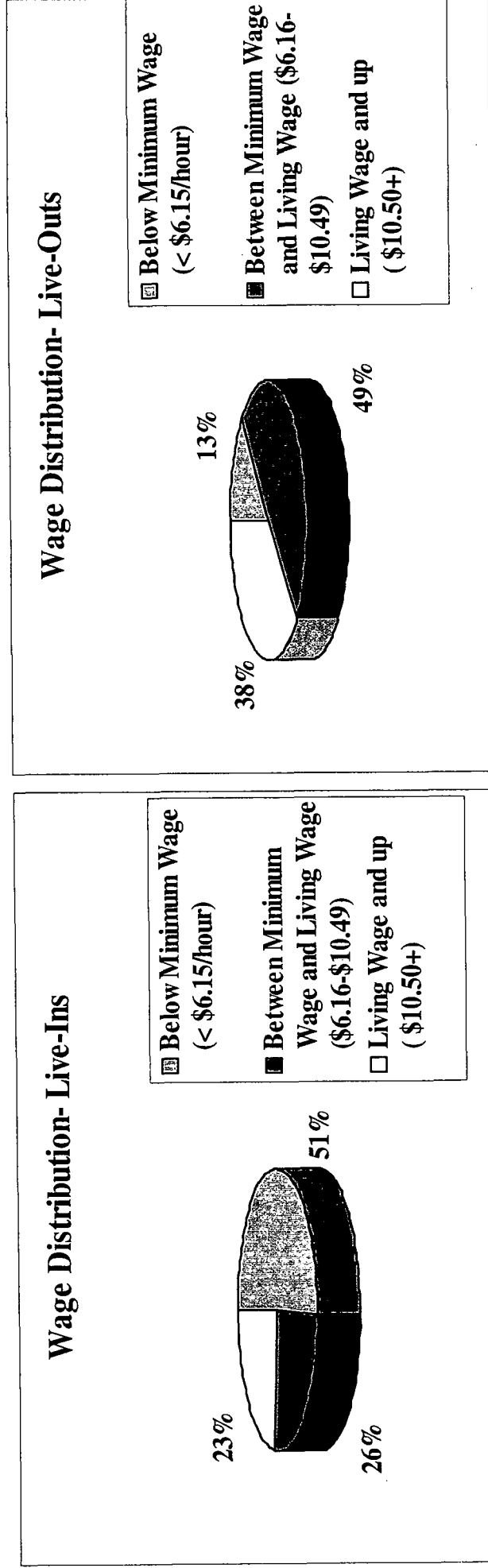
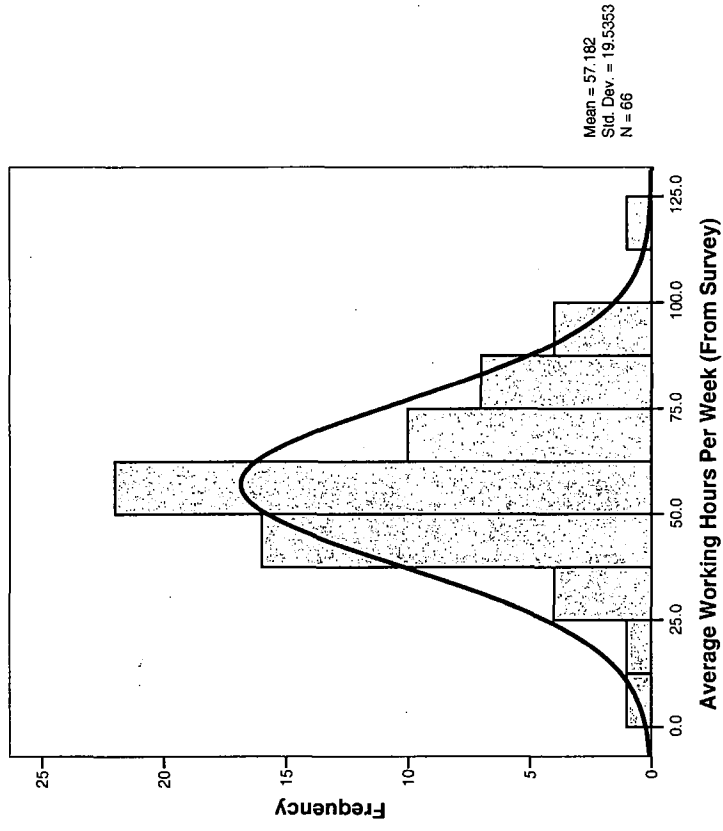
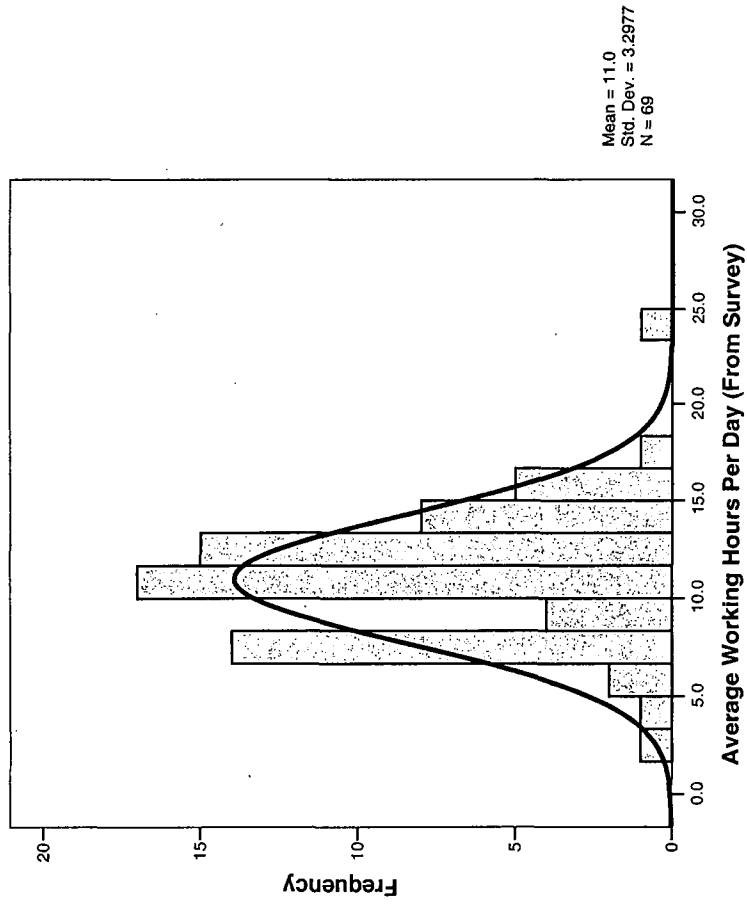


Figure B2: Hourly Wage Distribution by Live-In Status. Using reported hourly wages, workers were sub-divided into three wage categories and further categorized according to whether they live in their employer's home or elsewhere. Wages for live-in workers are generally lower than those of workers who live elsewhere, with over half of live-in respondents earning less than the Montgomery County hourly minimum wage of \$6.50. (N = 259, Live-In N = 73)

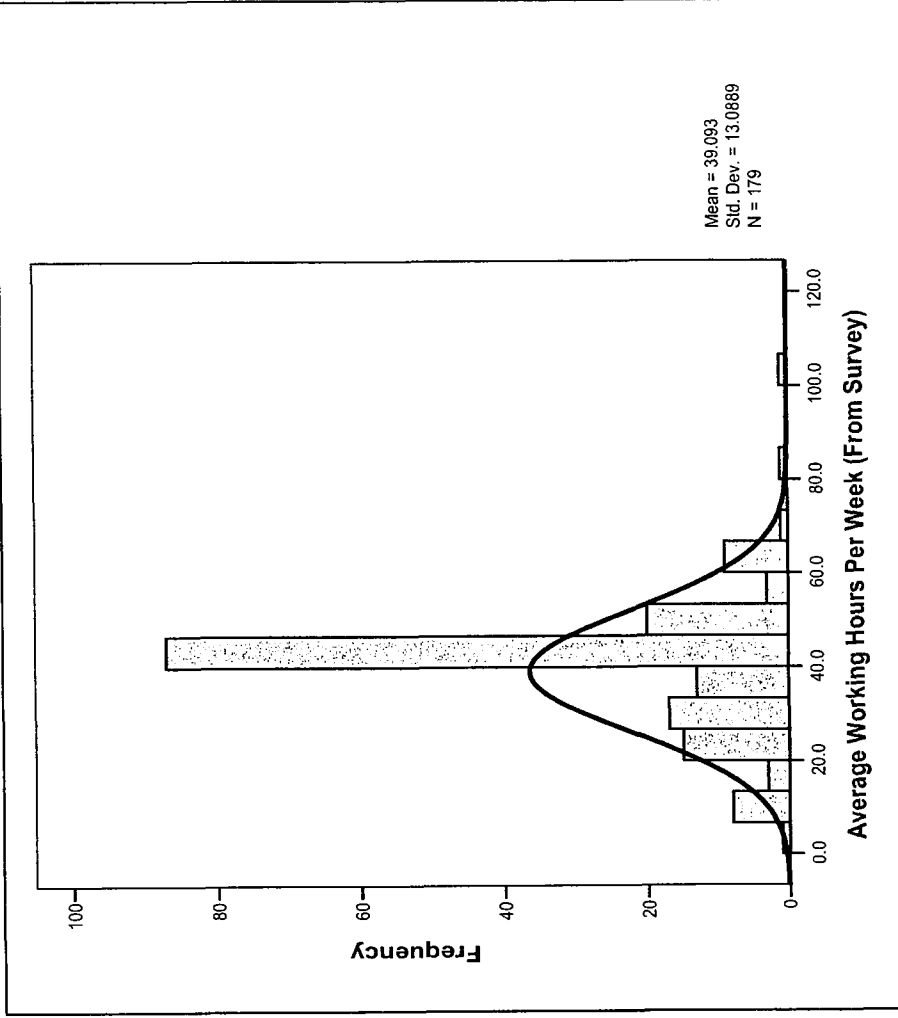
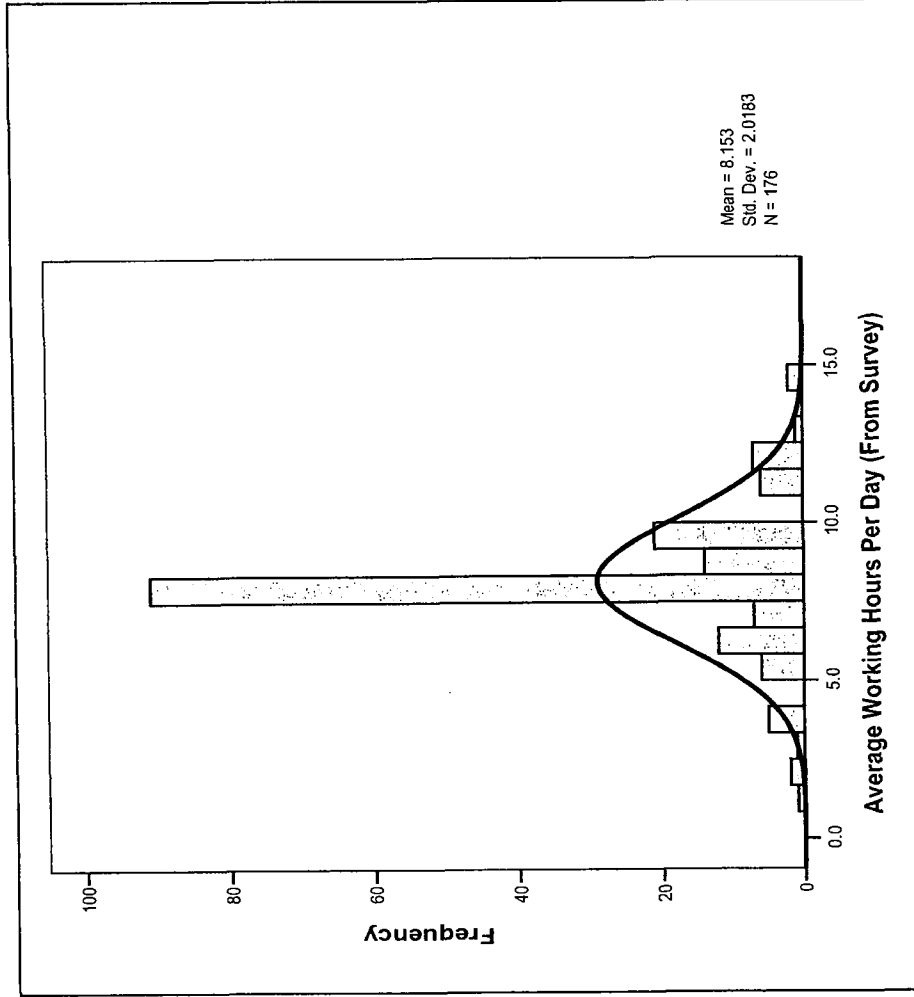
Figure B3: Hours by Live-In Status



Live In

Average Working Hours per Day: 11
Minimum: 2.5, Maximum: 24
N=69

Average Working Hours per Week: 57.18
Minimum: 8.0, Maximum: 125
N=66



Live Out

Average Working Hours per Day: 8.15
Minimum: 1, Maximum: 15
N=176

Average Working Hours per Week: 39
Minimum: 6, Maximum: 105
N=179

Figure B4: Days Off per Week by Live-In Status

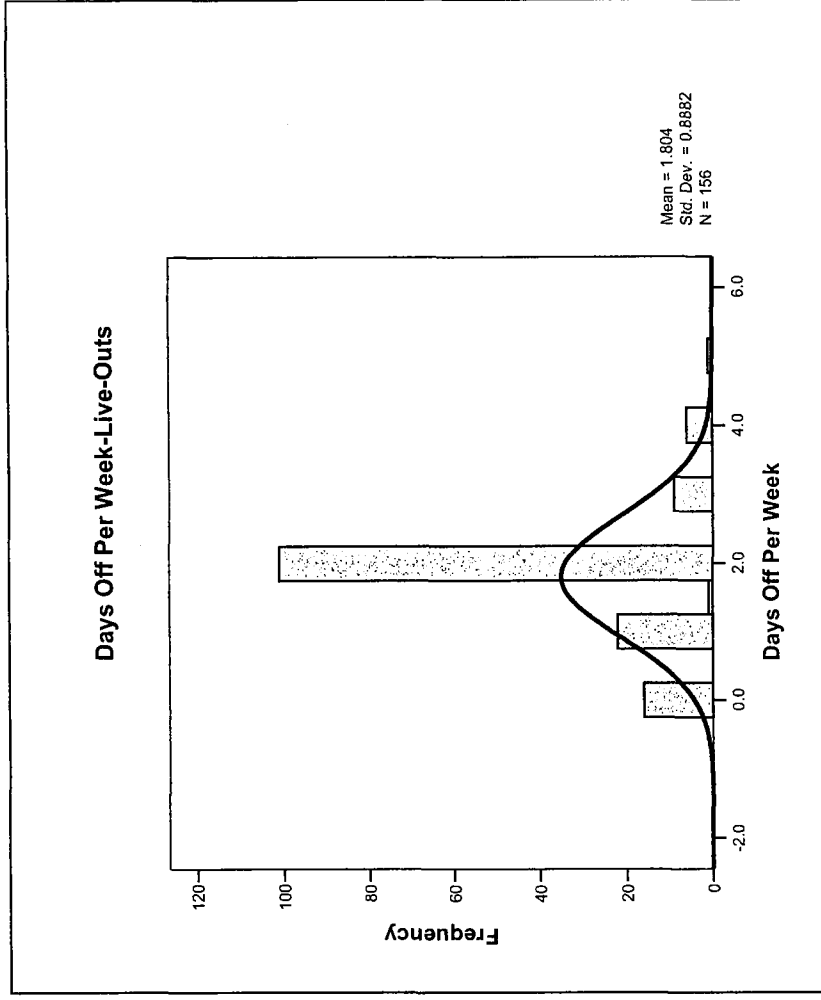
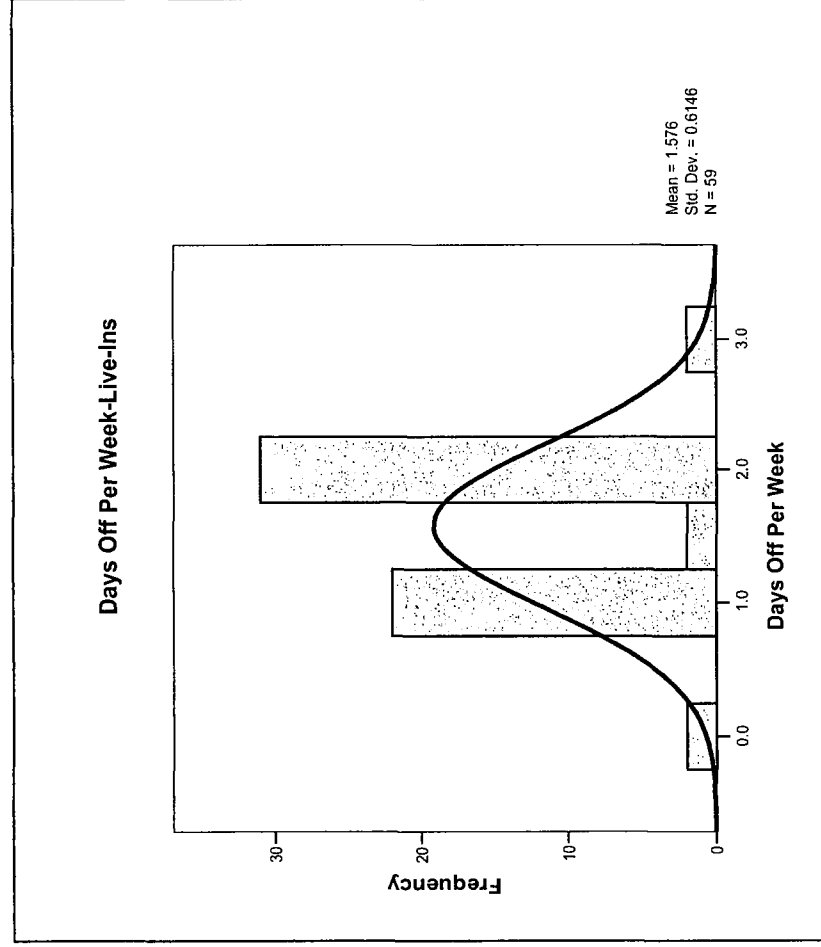


Figure B4: The majority of workers reported receiving two days off per week, regardless of live-in status. However, the average number of days off per week was lower for the live-in cohort than for live-outs.

Figure B5: Prevalence of Health Insurance by Live-In Status

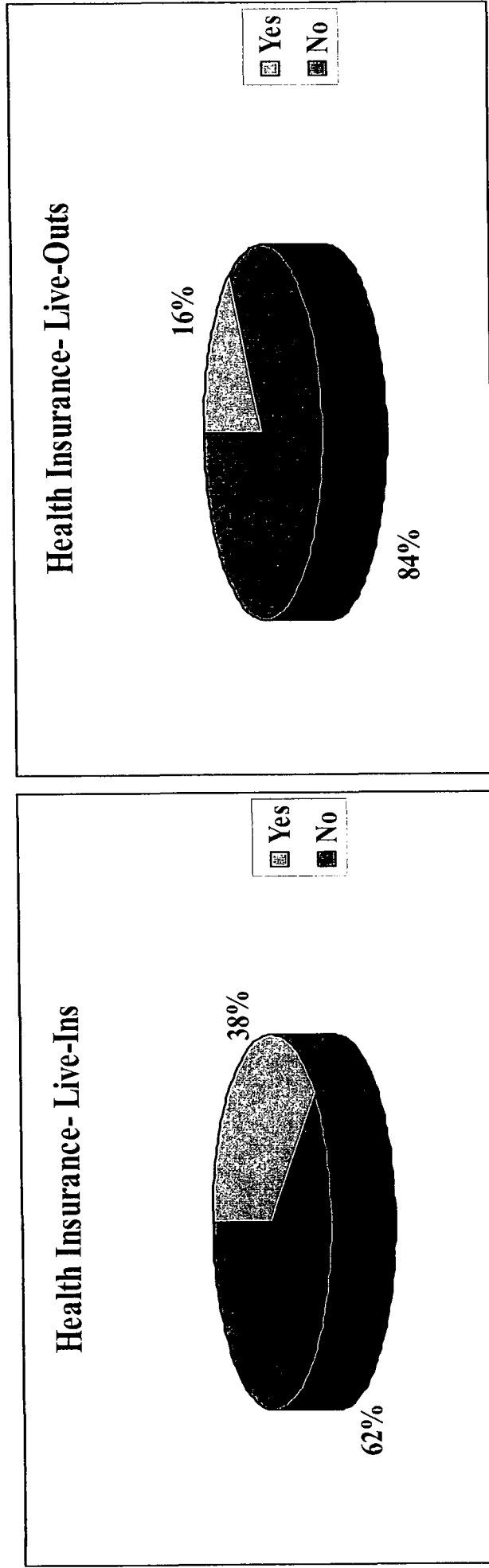


Figure B5: Receipt of Health Insurance among workers who live in their employers' homes versus those who live elsewhere. A larger percentage of the live-ins in this sample has health insurance, although both groups have low insurance rates, and 80% of all domestic workers in this sample do NOT have health insurance. (Total N=239, Live-In N= 63)

Figure B6: Social Security Deductions by Live-In Status

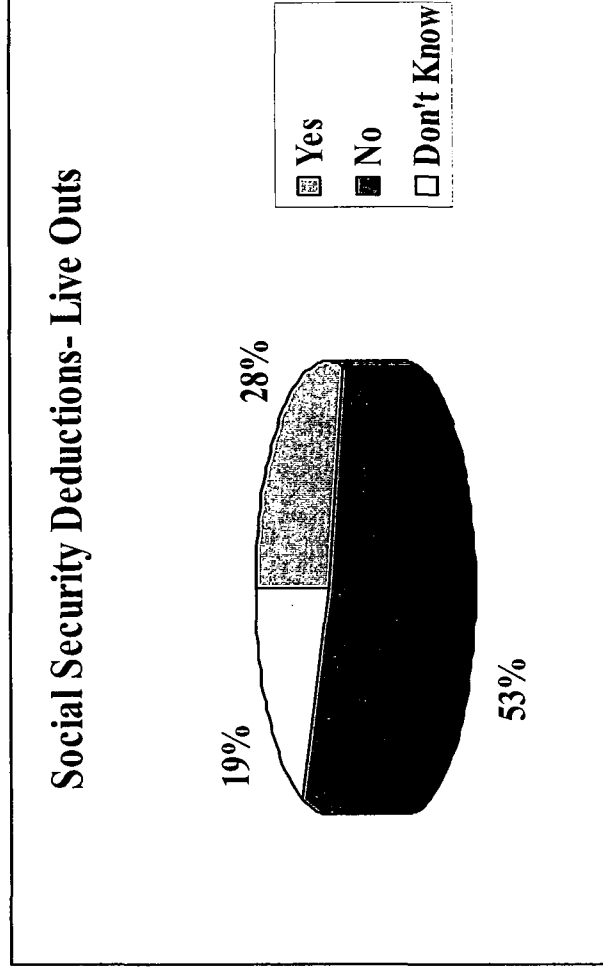
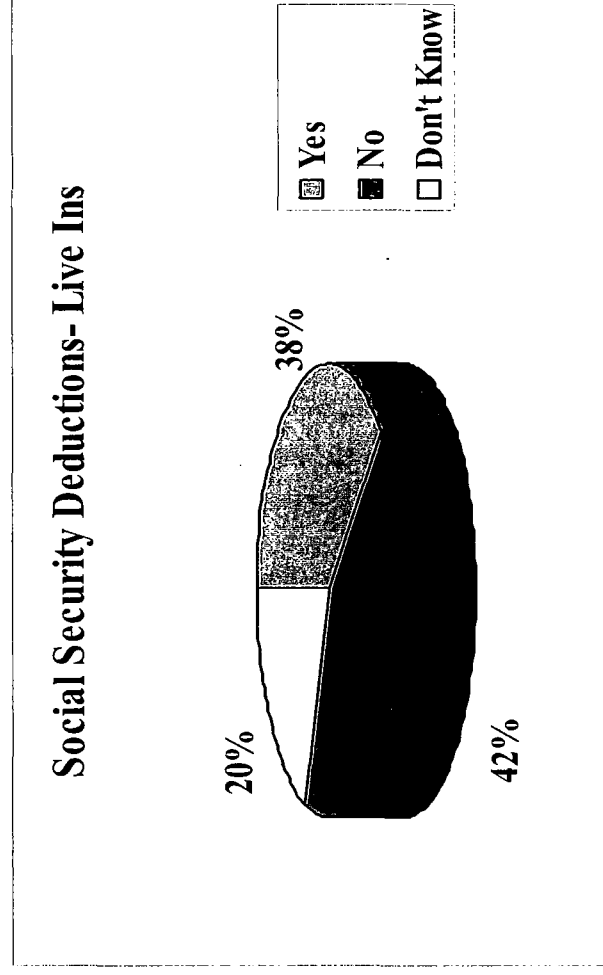


Figure B6: Social Security Deductions made from workers living in the homes of their employers versus those who live elsewhere. Respondents were asked if their employer deducted social security taxes from their paychecks. Live-Ins from this sample are more likely to have their pay adjusted for social security, although about one-fifth of each cohort is unaware of whether Social Security taxes were deducted from their pay or not. (Total N = 233, Live-In N=61)

Figure B7: Retirement Plans by Live-In Status

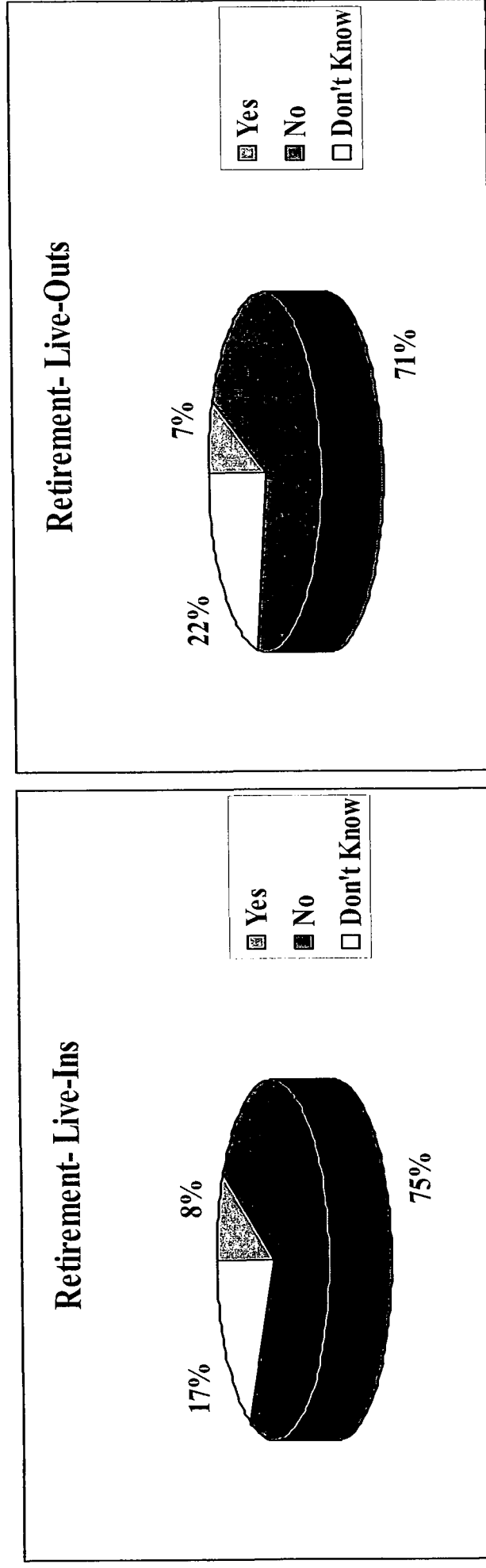


Figure B7: Retirement plans or pensions by live-in status. Respondents were asked if they had a retirement savings or pension plan. The large majority of respondents either do NOT have such a plan or are unsure of whether they have a plan, regardless of live-in status. Live-ins from this sample are slightly more likely NOT to have a retirement plan or pension. (Total N = 241, Live-In N = 63)

Figure B8: Receipt of Paid Vacation Time by Live-In Status

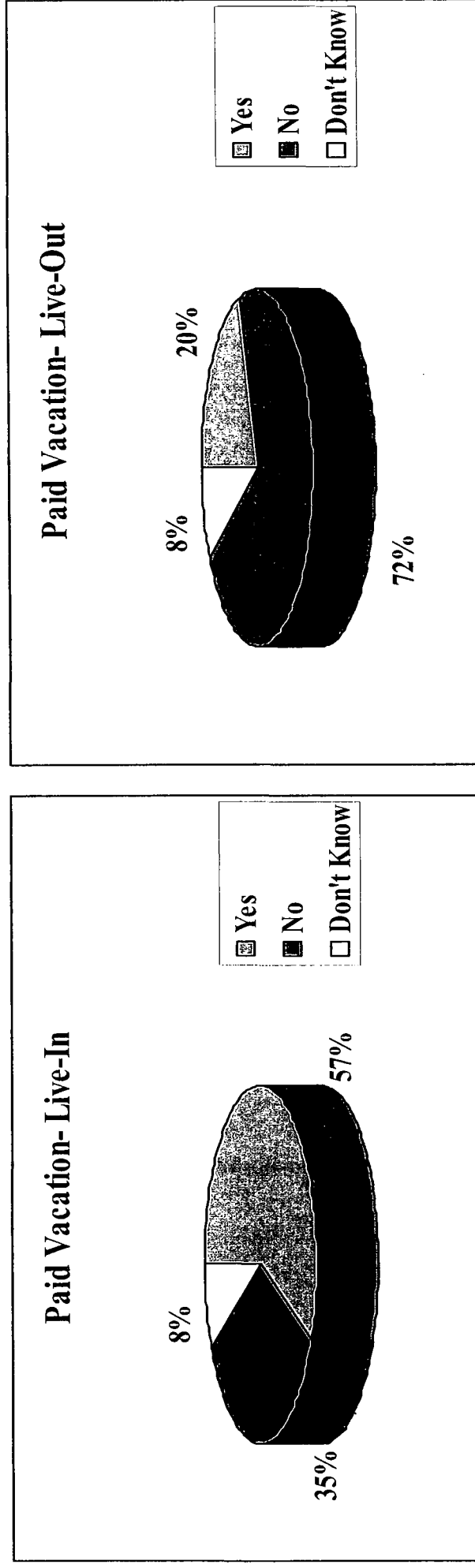


Figure B8: Prevalence of Paid Vacation given to workers who live in their employers' homes versus those who live elsewhere. Respondents were asked if they receive paid annual leave or vacation time. The percentage of those living outside of their employers home reported that they do NOT receive this benefit is over twice the percentage of live-ins who reported that they do NOT receive this benefit. This is unexpected and could be explained by respondents misunderstanding of 'vacation'. Live-ins might be paid weekly and consider weekends they are off as vacation instead of regular days off. Alternatively, the smaller sample size of live-ins versus live-outs could have skewed the results. (Total N = 244, Live-In N = 65)

Figure B9: Payment for Federal Holidays (not working) by Live-In Status

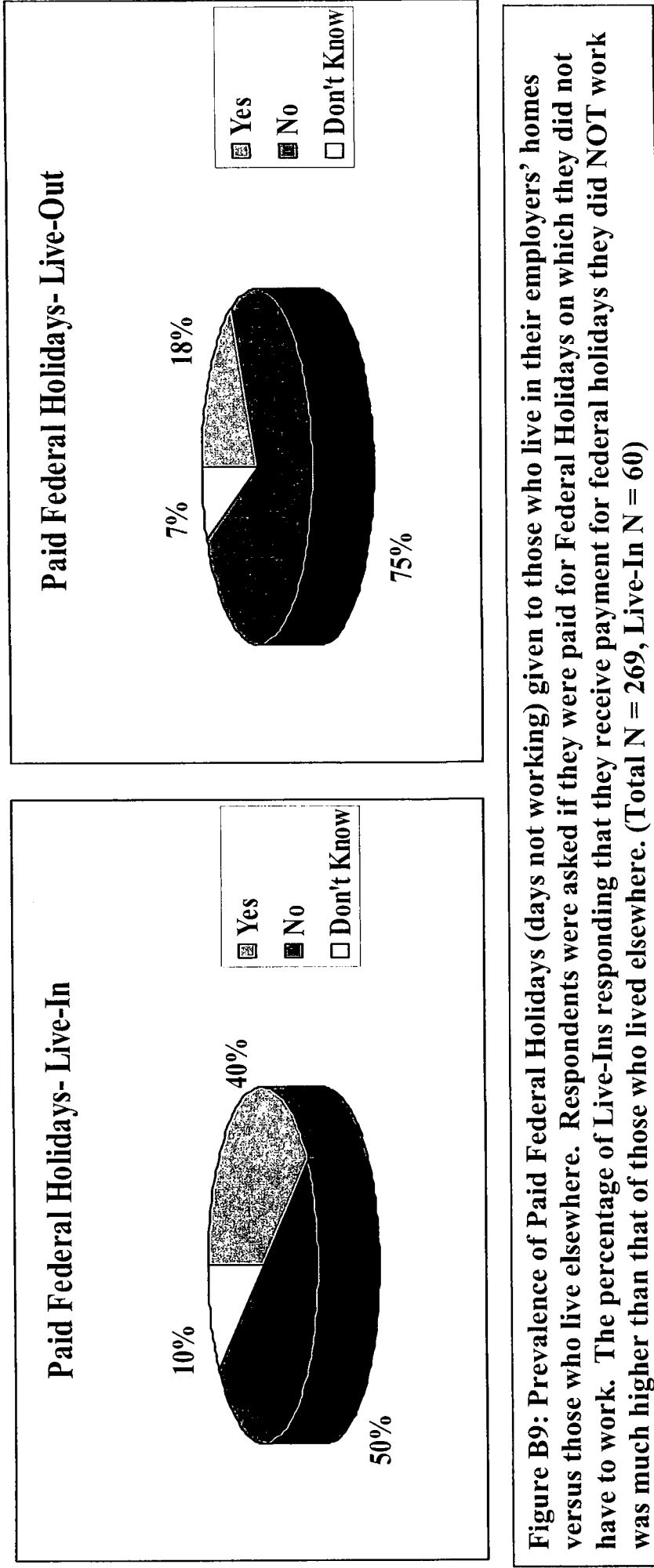


Figure B10: Prevalence of Paid Sick Leave by Live-In Status

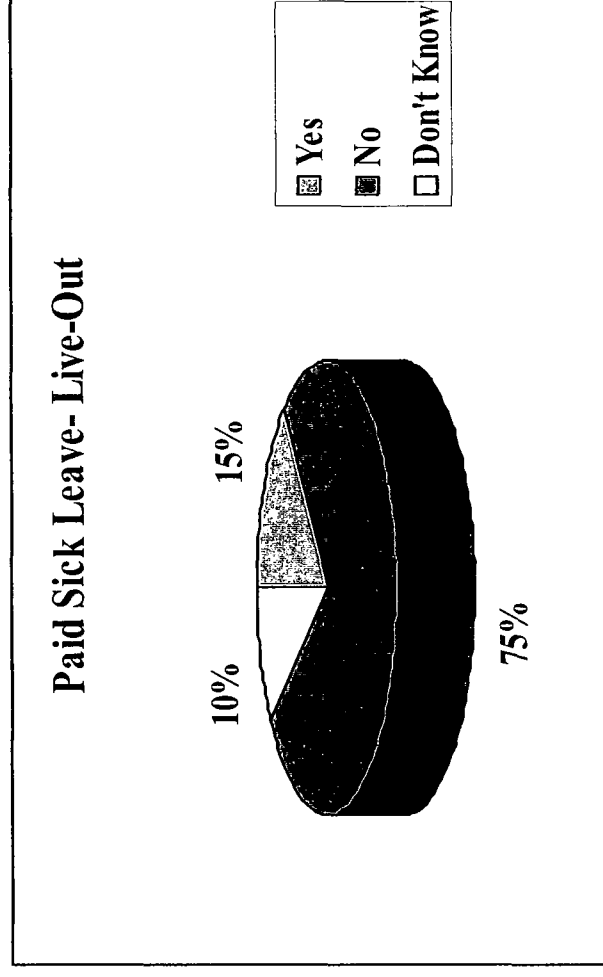
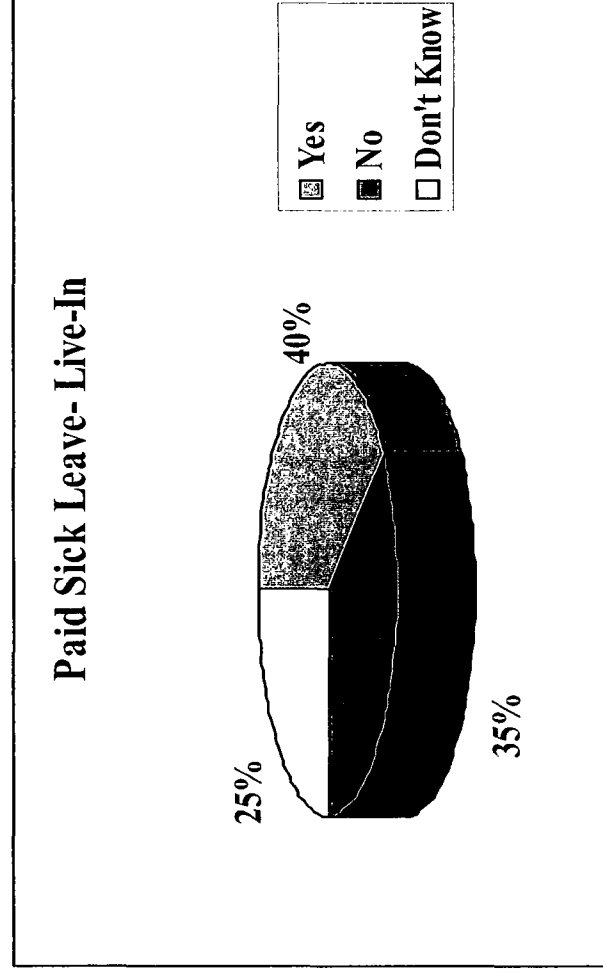


Figure B10: Prevalence of Paid Sick or Annual Leave received by those who live in their employers' homes versus those who live elsewhere. Respondents were asked if they are paid for days they are unable to work due to illness. A much larger percentage of the Live-In sample report being paid for days they can't work due to illness than those who live elsewhere. (Total N = 242, Live-In N = 63)

Figure B11: Prevalence of Maternity Leave by Live-In Status

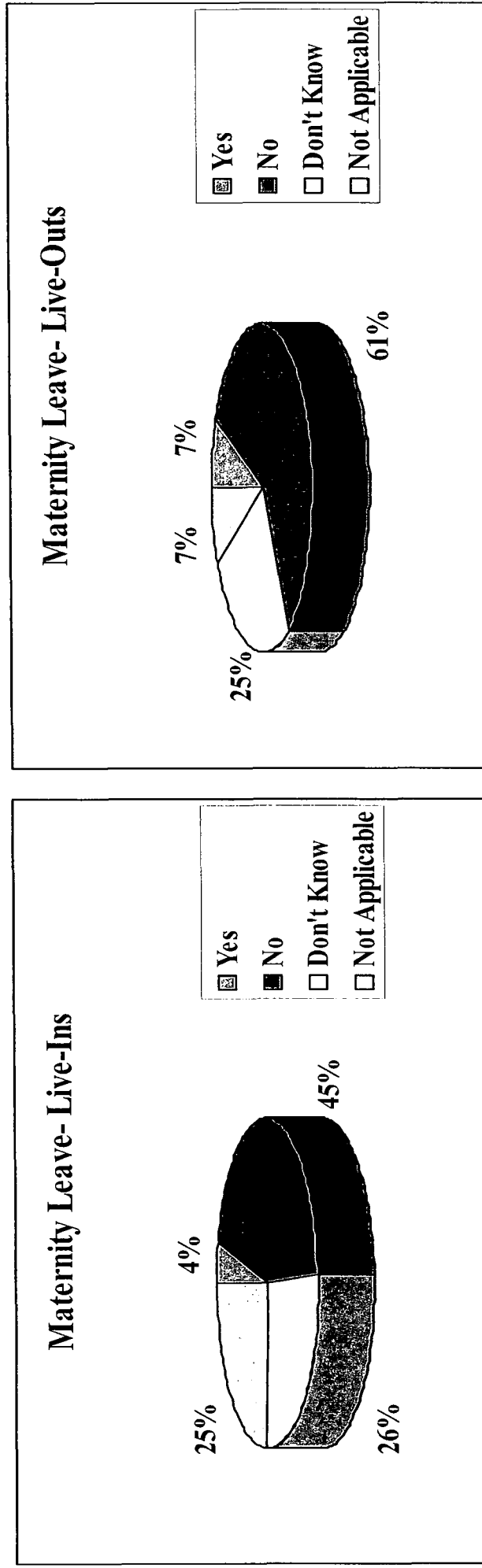


Figure B11: Prevalence of Maternity Leave Receipt among workers living in their employers' homes versus those living elsewhere. Respondents were asked if they receive maternity leave benefits. Very few respondents from either cohort reported having maternity leave, and a quarter of each group was unsure of whether their employer offered maternity leave. (Total N = 214, Live-In N = 53)

Figure B12: Prevalence of Employment Contracts by Live-In Status

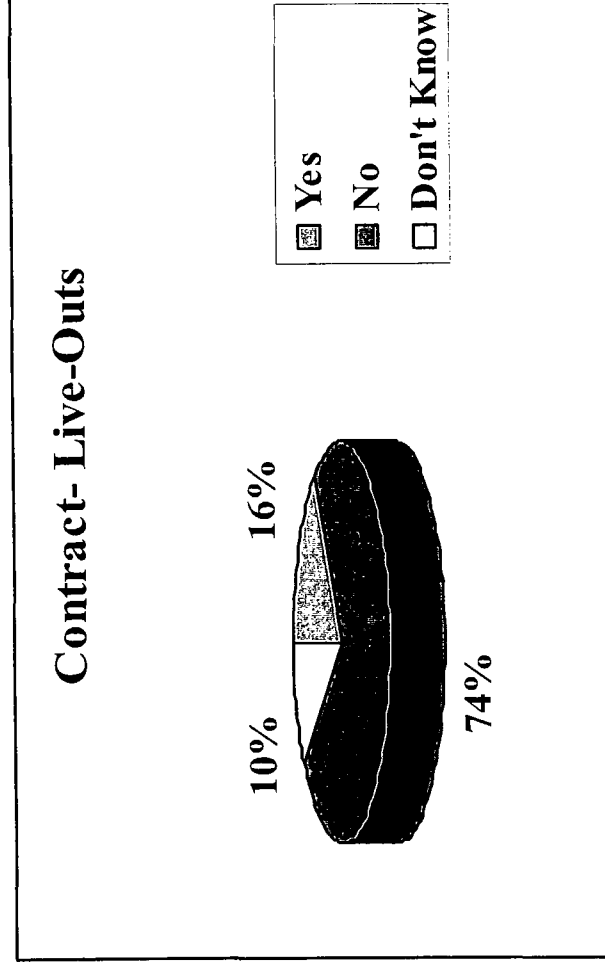
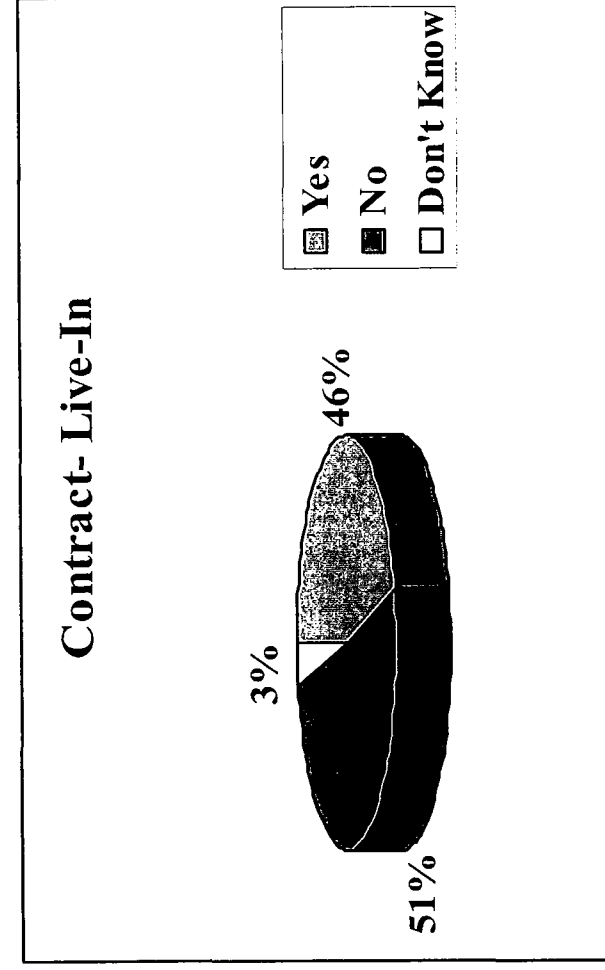


Figure B12: Prevalence of Employment Contracts by Live-In Status. Surprisingly, a much larger percentage of employees living outside of their employers' homes reported NOT having an employment contract than employees living in their employers' homes. (N = 235)

Figure B13: Prevalence of Breaks given to Workers by Live-In Status

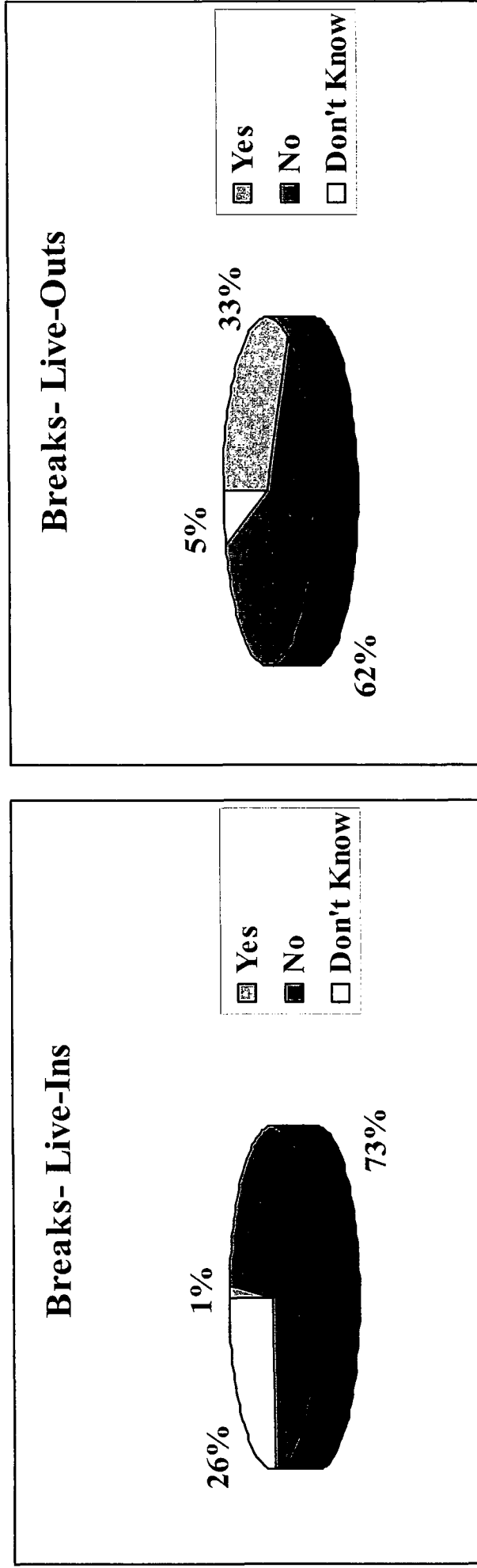


Figure B13: Prevalence of Breaks given to domestic workers by live-in status. Only 1% of Live-In workers reported being given breaks during the work day, and nearly three-quarters reported not being given any breaks. (Total N = 161, Live-In N = 52)

Figure B14: Overtime Pay by Live-In Status

Prevalence of Overtime Pay- Live-Ins

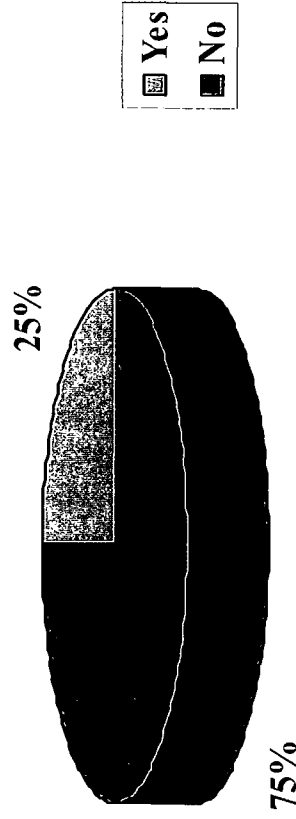


Figure B14a: Prevalence of Overtime Pay Among Live-In Workers. Three-quarters of live-in workers reported not being paid extra for hours worked over 40 per week or 8 per day. (N = 61)

Prevalence of Overtime Pay- Live-Outs

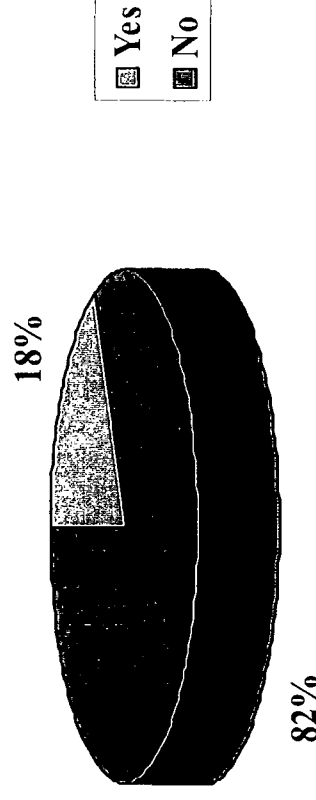


Figure B14b: Prevalence of Overtime Pay among Live-Out Workers. Over three fourths of live-in workers reported not being paid extra for hours worked over 40 per week or 8 per day. (N = 182)

Figure B15: On-Call Status for Live-Ins

Are You on Call 24 Hours a Day?

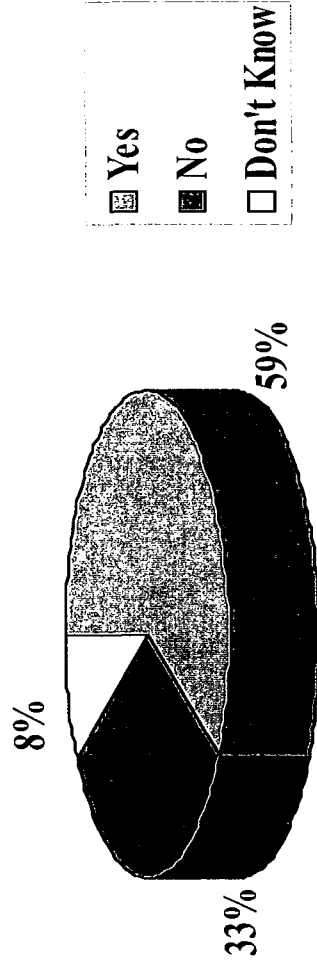
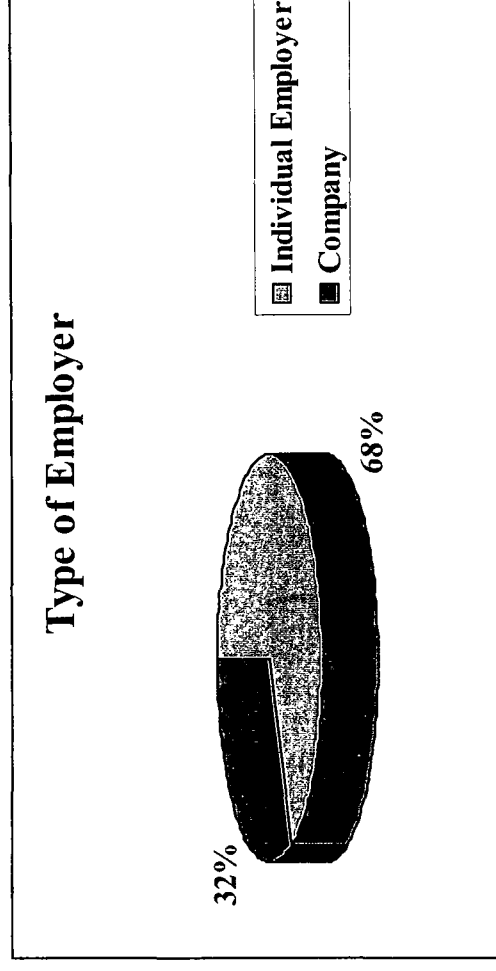


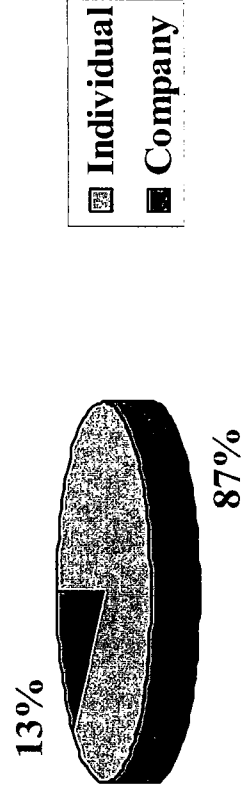
Figure B15: Over half of live-in workers reported being on-call 24 hours a day. (N = 61)

Appendix C: Wages, Hours and Benefits by Employer Type



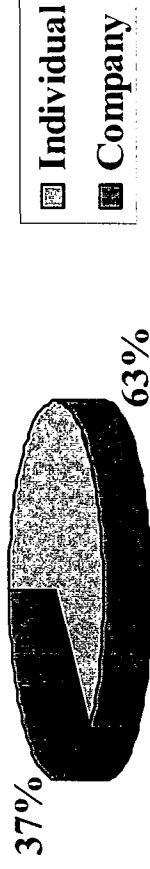
The data in this section describes reported wages, hours, and benefits for those respondents working for individual employers (ie, in their employer's home) and those working for companies (ie, cleaning companies, nanny agencies). The purpose of this is to identify any significant differences between treatment of workers by private employers in their homes and treatment of workers by companies. Out of our sample of 286, 240 answered the question "Do you work for a company or a private employer?" The number of responses to the specific questions who also indicated their type of employer is taken as the valid N, and is indicated under each figure in this section. For example, N=216 on a Paid Vacation question would indicate that 216 respondents answered *both* the Employer Type *and* the Paid Vacation questions and were therefore factored into the figure.

Employer Type- Live-Ins



This figure represents the percentage of live-in domestic workers that are employed by a company versus an individual homeowner. (N=63)

Employer Type- Live-Outs



This figure represents the percentage of live-out domestic workers that are employed by a company versus an individual homeowner. (N=158)

Figure C1: Wages, Hours and Breaks by Employer Type

Individual Employer

Average Weekly Hours: 44.02
N = 154

Average Daily Hours: 8.35
N = 81

Average Hourly Wage: \$8.82
N = 153

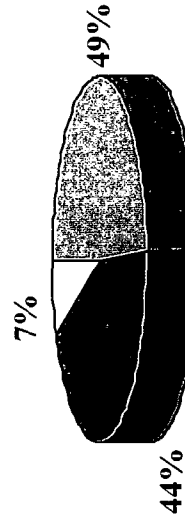
Company

Average Weekly Hours: 44.24
N = 73

Average Daily Hours: 8.47
N = 34

Average Hourly Wage: \$9.17
N = 71

Breaks- Individual



Breaks- Company

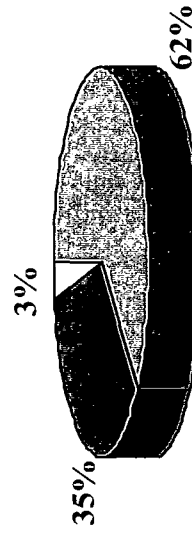


Figure C2: Prevalence of Health Insurance by Employer Type

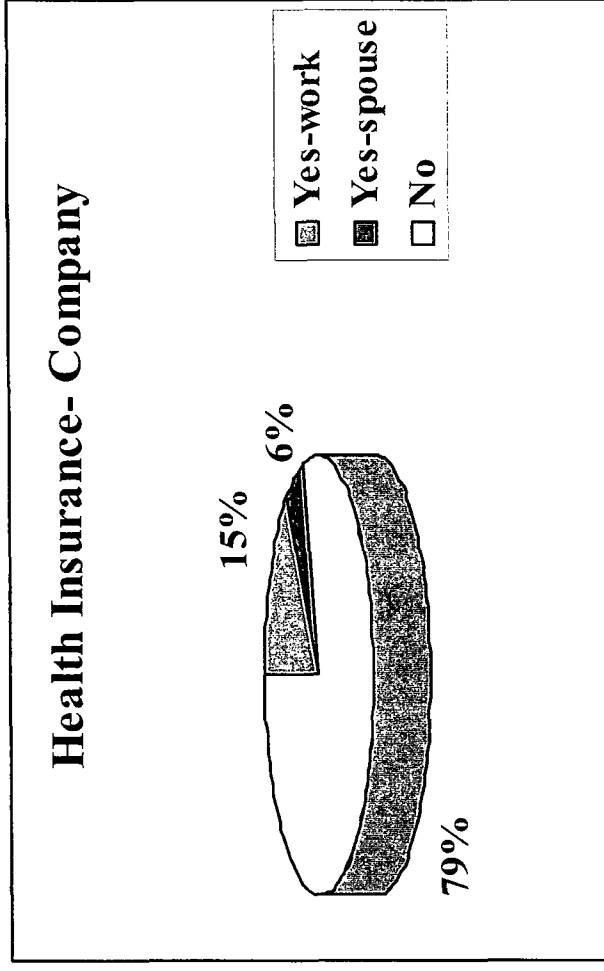
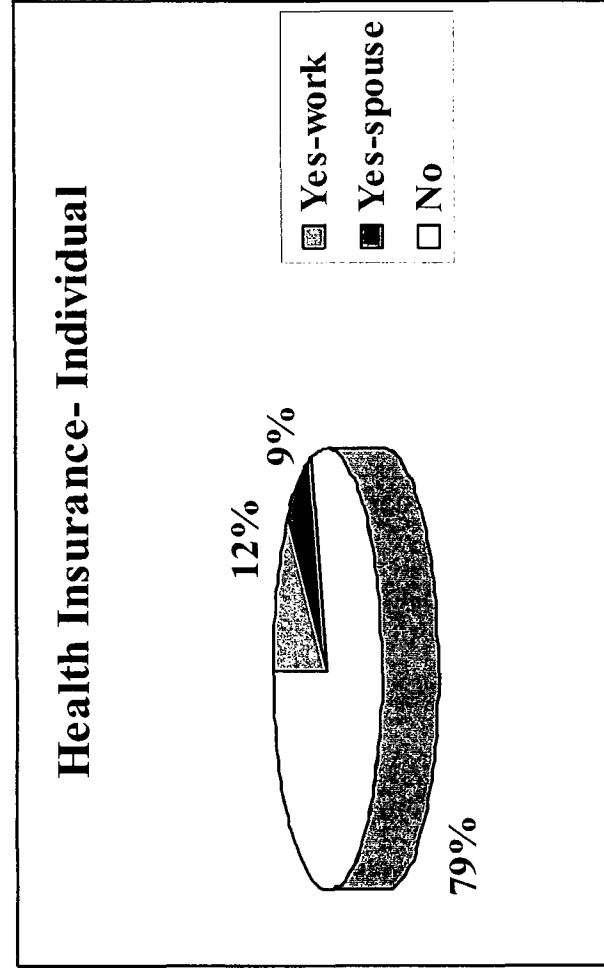
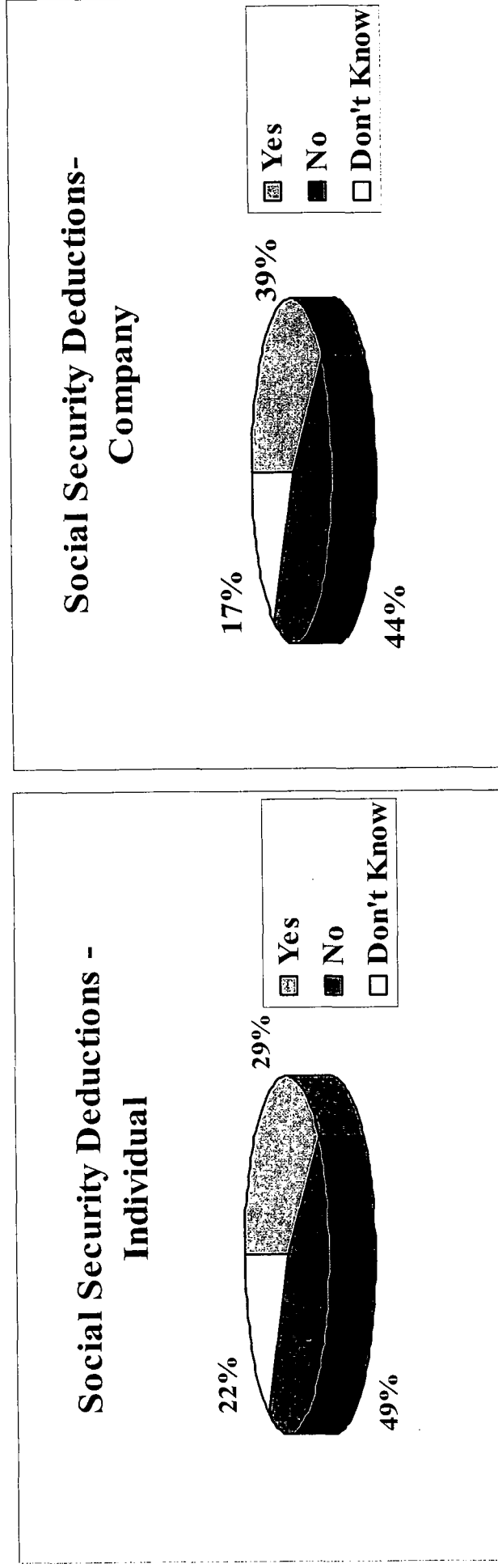


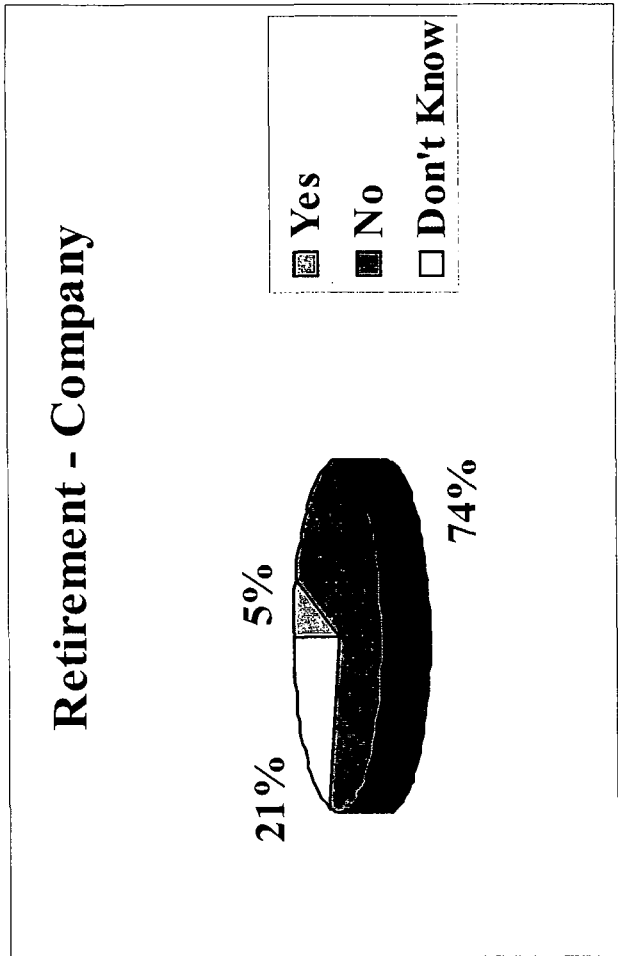
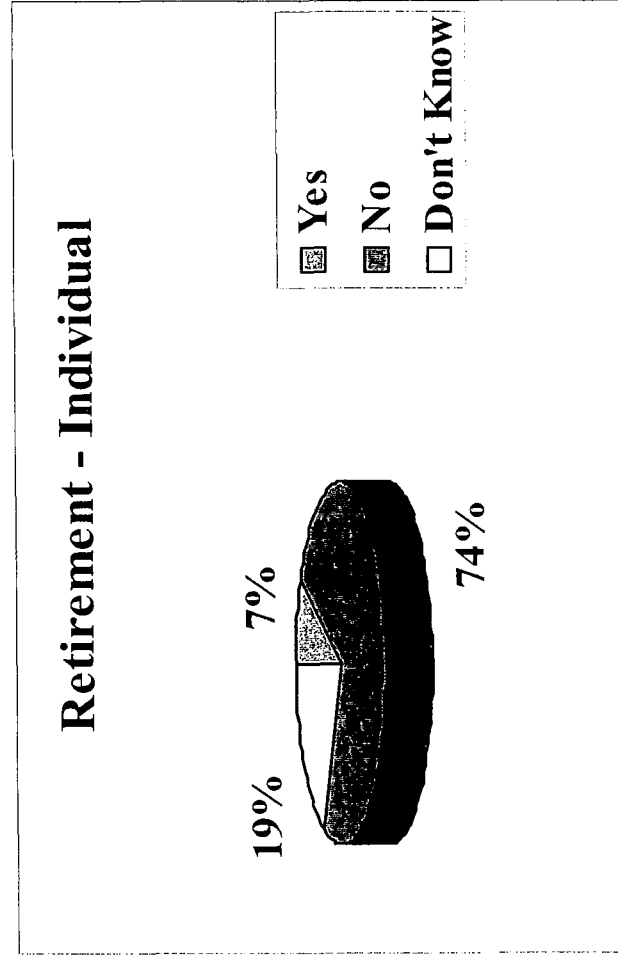
Figure C2: Prevalence of Health Insurance among employees who work for individuals versus those who work for companies. Respondents were asked whether they had health insurance, and if so, whether they had insurance through their employer or through their spouse. There is virtually no difference between the two cohorts with regard to health insurance. The majority of respondents do not have health insurance, regardless of employer type. (N = 189)

Figure C3: Social Security Deductions by Employer Type



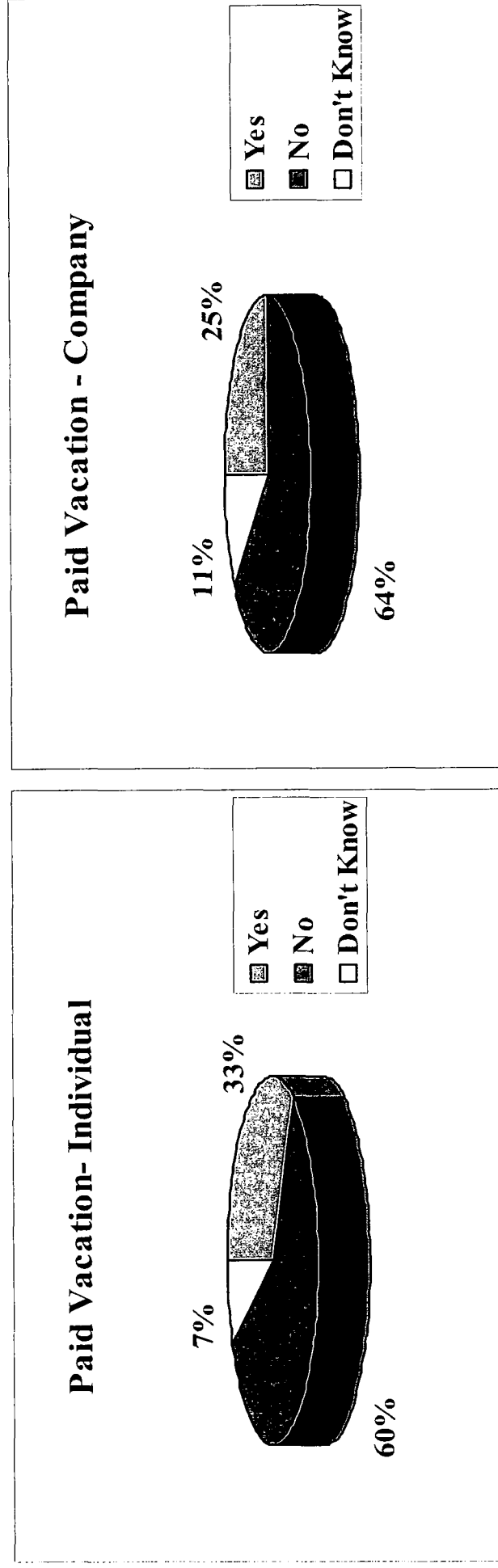
FigureC3: Social Security Deductions by Private Employers versus Companies. Respondents were asked if their employer deducted social security taxes from their paychecks. There is little variation in Social Security deductions taken by private employers versus companies, although both groups include large percentages of workers who are unaware of whether deductions are made. (N = 216)

Figure C4: Retirement Contributions by Employer Type



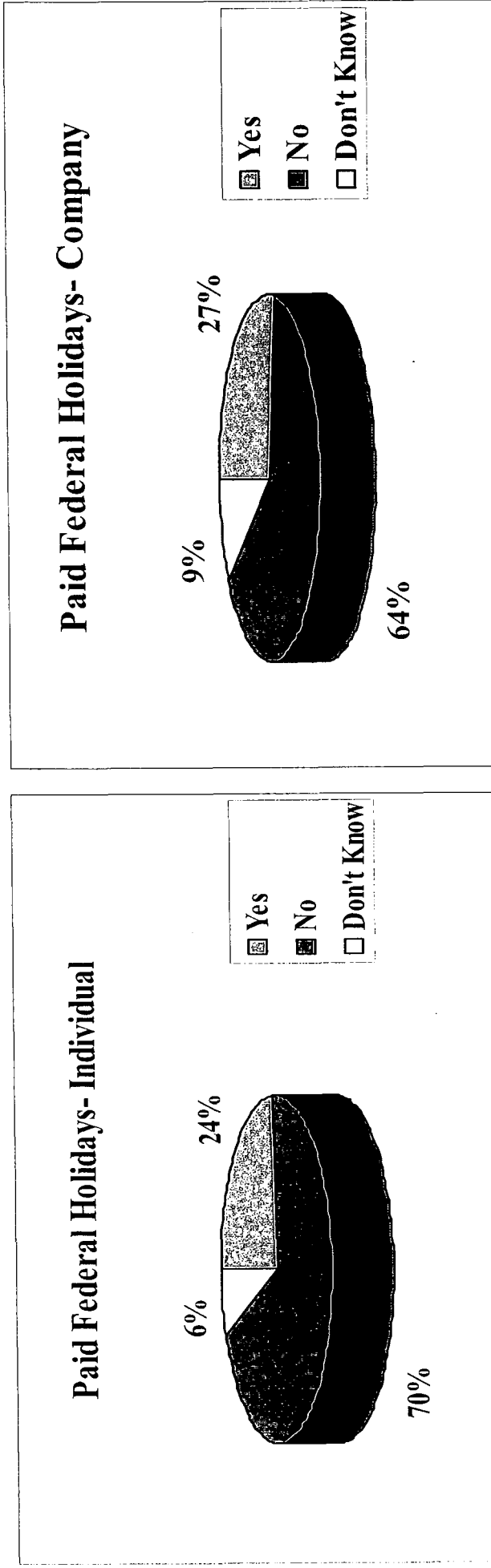
FigureC4: Retirement Savings for Workers by Private Employers versus Companies. Respondents were asked if they had a pension or retirement plan. As with Social Security deductions, there is little difference between the two groups. Prevalence of retirement or pension plans is extremely low among both groups. (N = 223)

Figure C5: Receipt of Paid Vacation Time by Employer Type



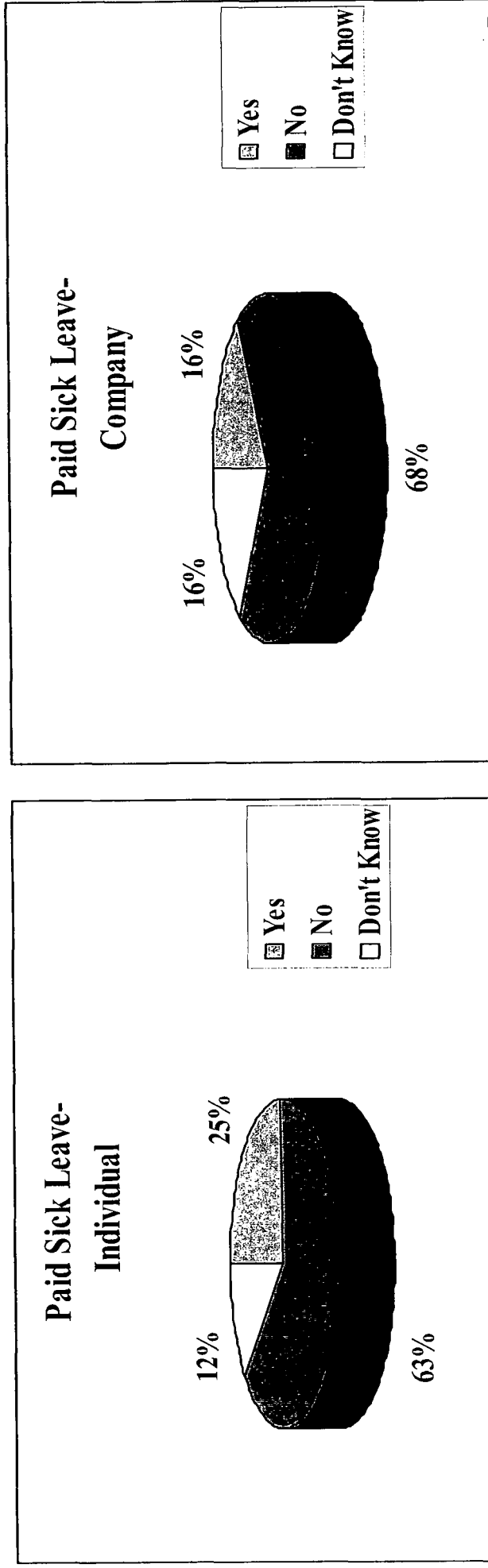
FigureC5: Prevalence of Paid Vacation given by Individual Employers versus Companies. Respondents were asked if they receive paid annual leave or vacation time. Although there is little difference, those respondents working for individuals reported a higher prevalence of paid vacation than those working for companies. (N = 224)

Figure C6: Payment for Federal Holidays (not working) by Employer Type



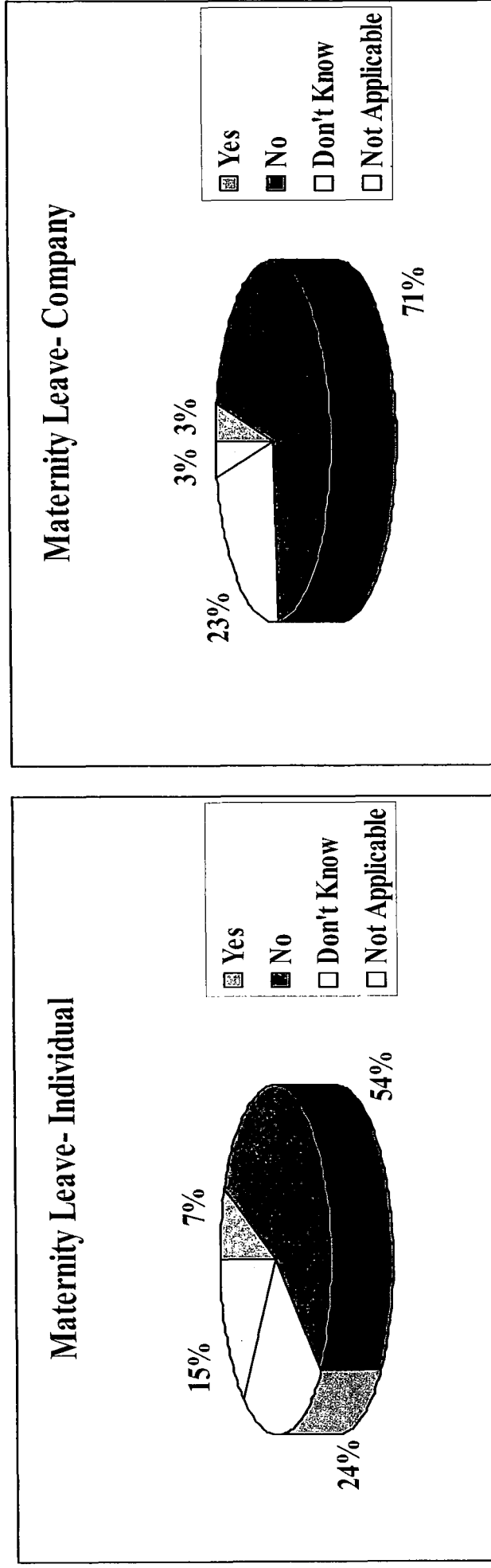
FigureC6: Prevalence of Paid Federal Holidays (days given off) by Individual Employers versus Companies.
 Respondents were asked if they were paid for Federal Holidays on which they did not have to work. Results are similar for both groups, although more respondents working for individual employers reported NOT being paid for Federal Holidays when they weren't working. (N = 220)

Figure C7: Prevalence of Paid Sick Leave by Employer Type



FigureC7: Prevalence of Paid Sick Leave given by Individual Employers versus Companies. Respondents were asked if they were paid for days they couldn't work due to illness. A majority of both groups of respondents reported NOT receiving paid sick leave, while more respondents employed by individual employers appear to receive this benefit than those employed by companies. (N= 224)

Figure C8: Prevalence of Maternity Leave by Employer Type



FigureC8: Prevalence of Maternity Leave given by Individual Employers versus Companies. Respondents were asked if they received maternity leave through their employer. The 'Not Applicable' option was intended to accommodate women in later stages of life and men, although some may have confused it with 'Don't Know'. Surprisingly, those working for companies were less likely to receive this benefit, although very few respondents of either group receive maternity leave. It is also important to note that the response rate was lower for this particular question than other benefits-related questions. (N = 197).

Appendix D: Methodology and Limitations

Data Collection

The primary method of data collection for this study entailed the creation and administration of a survey. This method was justified over other methods of information gathering for four principle reasons:

1. Economy: Surveys enabled the greatest amount of information to be captured from the greatest number of persons in a uniform way. Surveys enabled information to be collected in a variety of locations and at a variety of times (Babbie 2004: 278)
2. Surveys may be more anonymous than participation in a focus-group or interviews (Babbie 2004: 278)
3. Results lend themselves more easily to quantitative analysis
4. Surveys enabled the George Washington University Research Team to better utilize stakeholders' knowledge of Montgomery County to better access domestic workers.

Other methods of data collection were considered in the beginning stages of this project. Focus groups were initially proposed to the county Health and Human Services committee as the primary method of data collection. However, focus groups, and other proposed methods such as interviews, were deemed unsatisfactory. There are 9 primary reasons for rejecting these other methods.

1. Focus groups and interviews would have yielded a much smaller sample of domestic workers. Much of the prior research on domestic workers utilizes interview methods, and the number of domestics interviewed often does not surpass 30 individuals.
2. Focus groups and interviews intrinsically entail less control over the uniformity of data collected
3. Given the size of Montgomery County, it was unlikely that GRT would have been able to hold more than one group per city/region, likely excluding many people who wouldn't have been able to attend
4. Given the linguistic diversity of Montgomery County, multiple translators may have been necessary for each focus group, making discussion difficult
5. People may have been less willing to self-identify as a domestic worker or to confess that they had been exploited or abused in the presence of strangers
6. People may have felt pressure to confess to being exploited or abused, even if untrue, if many others in the group voiced being similarly treated
7. Focus groups have already been conducted, yielding qualitative data
8. The relatively short time-period allotted for the study would have made many groups and extended interviews infeasible
9. GRT members did not have previous experience implementing and conducting focus groups

Survey Instrument

The survey instrument was created through the collaborative efforts of the GWU Research Team (GRT), Montgomery County Council HHS Committee, and Immigrant's and Women's Rights Advocacy groups. The GRT drafted an initial survey questionnaire, which captured information on basic working conditions and demographics – wages, hours, type of work, gender, ethnicity, and language. This initial draft was sent to all the stakeholders for review. After receiving comments from various stakeholders a final version was created. Prior to the distribution of the survey, an honor pledge for respondents was added.

The survey included twenty-eight primary questions, including six with multiple parts, and was designed to fit on the front and back of a single sheet of paper given the assumption that individuals would be less inclined to complete a multi-page survey. It was also designed to be completely anonymous; survey administrators were instructed to inform respondents that they were required to put *no* identifying information on the survey.

In order to best facilitate analysis, and to make respondents' completion of the survey as simple as possible, as many fixed-response questions as possible were included. Several survey questions (1, 26, 27) were included to ensure that, indeed, only domestic workers working or living in Montgomery County, MD, would be included in the final analysis.

The survey was then translated into 7 languages based on the requests of the [advocacy groups] - Spanish, French, Tagalog, Vietnamese, Chinese, Korean, and Portuguese. All translations were performed through a contractor for Montgomery County, except for Portuguese, which was done with the approval of the County Council HHS Committee by a member of Casa de Maryland.

Survey Distribution

Approximately 800 surveys were photocopied and mailed from the Montgomery County administration building. Advocacy groups received: A) a requested number of surveys; B) an honor pledge for survey administrators; C) a feedback form to report on any issues or irregularities, following the distribution of the surveys; and D) a cover letter, indicating how surveys should be collected. Digital copies of the survey were emailed in Chinese and Korean, in addition to digital copies of the accompanying forms.

Surveys were distributed between March 20, 2006 and April 12, 2006. GRT relied heavily on stakeholders' knowledge of Montgomery County and familiarity with domestic worker populations, especially Casa Maryland. Key to this was stakeholders' collective ability to speak the language of domestic workers, as well as having a pre-existing level of trust with the community.

Surveys were predominantly distributed at metro stations, public parks, ESL classes, fast food restaurants, churches, the Wheaton Library, Casa Maryland's Celebration of Domestic Workers, Casa Maryland's Employment Center, Asian grocery stores, malls, and at the rally for immigrants on the National Mall, April 15, 2006. Distributors were guided by the instructions sent by GRT, though also were allowed to deviate slightly in order to best take advantage of their pre-existing status and relationships with workers.

GRT members attended the Community Ministries relief centers in Rockville and Gaithersburg eight times between March 23 and April 15 in addition to St. Camilla's Church in Rockville to distribute surveys. However, because no members of GRT speak Spanish, third

party translators were retained through the website Craigslist.org. Three translators from Craigslist.org, as well as a fourth GWU graduate student, accompanied GRT members on six separate trips to distribute surveys in Rockville and Gaithersburg. Translators predominantly read the survey to respondents and transcribed their answers, since many respondents were functionally illiterate or had poor literacy, and may have been self-conscious about struggling with the survey in public.

Surveys were collected beginning April 12, 2006 (see distribution log below). Of 367 surveys completed, 286 were selected for analysis, given that the respondent lived or worked in Montgomery County, and was employed as a domestic worker. Nine surveys were discarded because no occupational information was captured. Non-numerical answers were assigned numerical codes, as were the various stakeholders who distributed the surveys, as well as the presence (or lack) of a completed honor code. The surveys were then entered into Microsoft Excel, at which point the Excel spreadsheet was converted into a form appropriate for SPSS statistical software. Once in SPSS, descriptive statistics were calculated, as well as T-Tests (a statistical test of averages) to discern any significant differences between the surveys collected among stakeholders.

Survey Distribution Log

Organization	Surveys Distributed	Surveys Collected
Archdiocese of Washington	2	2
Asian Pacific American Legal Resource Center	30	7
CASA Maryland	300	219
Catholic Charities	40	0
Comm. Ministry of Montgomery County	260	123
Comm. Ministry of Rockville Latino Outreach Program	100	0
Linkages to Learning	29	7
Migrant and Refugee Cultural Support, Inc.	24	10
TOTAL	783	368
TOTAL USABLE SURVEYS		286
Response Rate of Total Usable Surveys		36.65%

Entire surveys were discarded for two principle reasons. Either:

- A respondent neither lived nor worked in Montgomery County, or
- A respondent either did not indicate an occupation, or indicated an occupation other than a domestic worker (e.g. courier, waitress, manager's assistant, truck driver)

Although the survey was titled "Survey of Domestic Workers/ Montgomery County, Maryland," and that respondents were told verbally in their own language that this was a survey of domestic workers (with examples of such work given in some cases), this did not prevent some respondents outside the scope of the project from nonetheless completing the survey. Given such confusion, GRT could not assume that respondents who did not indicate an occupation were *de facto* domestic workers. Thus, these surveys were discarded to improve the overall validity of the results.

Data Coding

While entire surveys were disregarded for the above reasons, individual answers on surveys were disregarded (coded as “unmarked”) for alternate reasons.

- If the answer was illegible
- If the answer selected was unclear
- If it was apparent that the respondent did not understand the question

This last cause constituted the majority of answers which were either altered or disregarded for the final analysis.

For example, average hourly wages were computed in some cases using a simple average of a respondent’s high- and low-wage if the wage entered as average was identical to either the high- or low-wage. While this may bias findings pertaining to average wages, averages inherently are skewed towards abnormally high or low amounts (outliers), and because GRT averaged both wages indicated to be high or low, GRT tried to avoid a systematic bias towards one end of the wage spectrum. In the vast majority of cases, computed averages did not constitute a substantive change in reported wages, being often in the magnitude of a \$1 to \$2 discrepancy per hour.

In other cases, respondents appeared confused as to how to indicate their answers. For example, respondents may have indicated that they worked as “gardeners” rather than “babysitters,” since these two answers were alongside each other on the survey. However, given answers clearly indicated elsewhere on the survey, it made much more sense that the respondent had intended to indicate “babysitter” rather than “gardener” (if, for example, the respondent also stated that she was a 50-year-old female who lived in her employer’s house). Indeed, in the majority of cases in which respondents indicated that they were female, responses were altered to reflect “babysitter” rather than “gardener.” *Of significance, this alteration only affected data regarding a specific type of domestic worker; this did not alter the fact that the respondent was still within the scope of the project, i.e., a domestic worker living and/or working in Montgomery County.*

Limitations

This section discusses limitations to the analysis and understanding of the information collected in the Montgomery County Domestic Workers Survey. The greatest limitation to this study is the reality that the sample of domestic workers surveyed was not random. This situation (non-randomization) means that the characteristics attributed to the domestic workers surveyed may not necessarily hold for the entire domestic worker population, or *every* domestic worker in Montgomery County. The challenge of non-randomization plagues many studies of domestic workers and informal economic activities.¹

¹ See Hondagneu-Sotelo 2001: xv-xix; Pisani and Yoskowitz 2005: 232; and Richardson 1999: 70.

The general factors that rule out the possibility of randomization are related to accessing the target population. Gathering information from workers who may not be reporting their income, or who may lack authorization to work in the United States is extremely difficult. Further, domestic workers neither belong to a single organization nor is their information stored in a single site or in a uniform way; their relationships and whereabouts are intrinsically informal and not conducive to wholly random selection. Indeed, the only means to randomly survey domestic workers in an area may be to survey a sample of *all persons* who live and work in that area, perhaps by telephone or mail, and then to exclude all respondents who do not work domestically. For obvious reasons, including time and cost, this is highly inefficient and indeed may *still* not yield a wholly random sample of *all* domestic workers. Of significance, the few studies of domestic workers that incorporate random sampling techniques do so by sacrificing direct access to large numbers of individuals.² This study follows Michael Pisani's and David Yoskowitz's suggestion that "access trumps randomness (2005: 233)." In short, a completely random survey would dramatically reduce the number of survey respondents.³

Another set of factors that limit the generalizability of this study's findings are inherent to survey research. As Earl Babbie notes (2004: pp. 246-248), survey respondents must be competent to answer the questions being asked of them. They must also be willing to answer the questions. One of the greatest, and unforeseen, challenges faced in conducting this survey was illiteracy among the respondents. Illiteracy required that assistance be given to respondents, compromising the privacy surveys were intended to allow relative to focus groups and interviews. Since the questions were of a delicate nature (concerning wages), the possibility that a respondent answer untruthfully, whether because of lack of understanding, or out of embarrassment, is very real. Alternatively, people experiencing more favorable working conditions may have been more inclined to complete the survey. (A large portion of live-in respondents (%), the historically most exploited group, did not report wages at all).

Since this study is based on the collaborative efforts of many organizations, limitations unique to this study must be noted. CASA de Maryland, relative to other stakeholders, was highly successful in providing completed, usable surveys (68% of all surveys). Since the organization advocates for the local Hispanic community, their success may potentially over-represent Spanish-speakers and Hispanics. Although other organizations that represented Asian, African, and other minority groups collected data for this study, these stakeholders did not contribute enough surveys to balance the potential over representation of Hispanics. What is more, these concerns may be directed at the project as a whole: the use of stakeholders as administrators of the survey may have excluded all persons who were not associated with any of these groups.

Specific Threats to Validity

Our method of research was a survey based data collection process in which the advocacy groups were asked to participate in the distribution, administration, and collection of the surveys.

² Doreen Mattingly (1996: pp. 15-16) randomly telephone-surveyed 500 households to determine the extent of those that employed domestics. She then interviewed 29 employers and 32 domestic workers.

³ There are other challenges in conducting a random survey involving the time and resources necessary for such methods, all of which were not available for this study.

Due to the nature of the research and the difficulties associated with gaining access to the target population it was necessary for our research team to utilize preexisting networks and relationships in order to implement this method of research. The agency responsible for most of the surveys collected was CASA de Maryland. CASA was the most successful in terms being able to disseminate and collect completed surveys. By themselves, CASA was responsible for 66 percent of the total surveys collected for this report.

Going into the research project we were cognizant of the disproportionate size of CASA's participation and influence in the survey process relative to other groups. Their involvement clearly posed threats to the validity of our results and in order to control for these threats the GRT incorporated the safeguards mentioned in the methodology section of this appendix. One such mechanism was the Administrator Feedback Form that asks survey administrators specifically if they "have any reason to believe the completed surveys contain false or unreliable information". CASA's response was "No. Not so much unreliable." It was later brought to our attention that there were, in fact, concerns. The research team conducted a follow-up interview with CASA in response to their concern over the legitimacy of some of the surveys that they administered. During the follow-up interview the GRT was made aware of previously undisclosed problems that pose threats to the validity of a small number of specific surveys that were administered by CASA. These issues did merit additional scrutiny and as a result our research team applied additional statistical rigors to CASA's surveys.

In spite of the research safeguards, CASA's procedures raise at least two significant challenges to the results of our study – the employer relationship rating and our average measures of the wage rate. In the case of the employer rating, CASA claims that one of the administrators, acting as translator and recorder, mistakenly transposed the stated high and low value range on the employer rating scale. The wording of the survey question reads as follows: "How do you feel your employer (or most of your employers) treats you on a scale of 1 (very bad) to 10 (very well)?" As a result of the administrator's misinterpretation/miscommunication, several surveys may have been submitted with a response of "10", suggesting "very well", when they should have been recorded as "1", "very bad". According to our results, 21% of the respondents replied with a "10" in response to their feelings about their employers. While only 3% responded with a "1". Our results find that the average employer treatment score is just above 7 on a scale of 10. This seems to suggest that it is highly unlikely, even when excluding the CASA surveys, that these people intended to rate their employers at the very bottom of the ratings scale. Moreover, our results lead us to believe that the treatment of the population surveyed is significantly more positive than it is negative, and it would be unlikely that these surveys would deviate so starkly from that general trend.

The second possible error involved the wage rate response. According to CASA, another miscommunication was made during the process of recording respondents' wage rates on approximately 21 surveys. Apparently, respondents were asked about their wage rate aloud and in some instances in front of other domestic workers. The response that was given was almost uniformly \$10.00 per hour. Due to the public environment and the manner in which these responses were given, CASA has come to believe that these replies were fabricated answers aimed at staving off undue embarrassment in front of their peers.

It is the opinion of the GRT that any non-coerced, audible answer given by the survey respondent in response to a direct question posed by the translator should be considered a valid and truthful response. However, to the extent that CASA's rationale is reasonable, the accuracy of our statistically derived wage rate does pose significant challenges to the crux of many of our

findings regarding domestic worker wages. A \$10.00 per hour wage rate was, by far, the survey's most frequently recorded response regarding wage. If 21 of those survey responses were invalid then the \$10.00 response would only account for only 2.3% of the total wage rate responses. Presently, the 36 surveys with responses of \$10.00 per hour account for 15.2% of the response rate for that question.

In order to evaluate the extent to which CASA's surveys differed from the surveys collected from other agencies we conducted a T-Test of reliability. A T-Test is a statistical test of the difference between the means of two groups. Essentially, we wanted to estimate the difference between the means derived from CASA surveys and the means of the rest of our survey population. Upon applying the T-Test we found that the CASA surveys were not statistically different from the general population in terms of wage nor employer feeling.

It is the belief of the GRT that these possible threats to the validity of the specific survey results discussed above are not significant enough to warrant their retraction from the official survey results. However, in the interest of full disclosure and academic research integrity we felt it that it was important for these issues to be mentioned within this dedicated section of the appendix.

Addressing Limitations

Although, this study faces the limitations above – non-randomization, respondent error, and the potential over-representation of certain groups of domestic workers associated with various stakeholders – this study incorporated safeguards to minimize these limitations.

Non-Randomization and its Trade-offs

As discussed above, this study chose access to a large number of domestic workers over randomness. Though findings may not be theoretically representative of the entire population of domestic workers in Montgomery County, the quantity of surveys collected (286) ensures that the findings are representative to some degree. As was mentioned, randomization would have greatly reduced the number of respondents.

This trade-off for a larger sample size has additional implications. Prior research heavily emphasizes smaller, ethnographic observations of domestic work (Rollins, 1985; Romero, 1992, and Hondagneu-Sotelo, 2001). These studies typically base their findings on 25-30 in-depth interviews with domestic workers and a corresponding number of interviews with employers of domestics. Because of this emphasis on interviews, prior research offers very rich and meaningful accounts of domestic work. The purpose of this study, however, was to describe a larger profile of domestic workers. Consequently, some qualitative richness was lost due to the ends this study was intended to achieve. Earl Babbie (2004: 275) describes this trade-off as *inherent* in survey research. Surveys do not capture all of the nuance and context of daily life; however, they are consistent in their measurements.

Respondent Error: Deliberate and Inadvertent Bias

Bias may have been introduced into the study through two forms of respondent error: deliberate and inadvertent.

Deliberate Bias

Deliberate bias entails cases in which the respondent knowingly and intentionally provided inaccurate responses to the survey questions. Willful misrepresentations are virtually impossible to eliminate, and are equally possible through surveys, focus groups, and in-depth interviews. Nevertheless, each survey included an honor-pledge for respondents to check anonymously in order to control for such a limitation.⁴

Despite this control, significant pressures may have inclined respondents to answer untruthfully. Illiteracy or simply difficulty reading the survey required personal assistance from translators to answer questions, eliminating privacy. Having a translator conduct the survey as an interview may have pressured respondents to conceal wages or treatment which they felt ashamed to disclose. These pressures hint at the possibility that the most distressed workers would be inclined to avoid answering any of the survey questions. [Stakeholders reported that many domestic workers refused to complete the survey. Non-response, per se, is not evidence of poor working conditions. It may simply be evidence of a lack of interest or energy to complete the survey. However, prior literature (Romero 1992: 6; Hondagneu-Sotelo 2001: 29-37), anecdotal evidence, and the greater opportunity for exploitation in informal employer/employee relationships than formal ones (Mendez, 1998), does make it likely that those domestic workers facing the poorest of working conditions, despite our efforts, were under-represented in the final analysis. *However, that individual cases involving exploitive conditions do surface in the dataset is evidence that these persons were not wholly omitted from the study.* That illiterate and initially unwilling respondents did complete the survey with assistance is evidence that these persons are also represented.

Inadvertent Bias

Inadvertent bias entails a variety of complications, including respondents' confusion regarding how to indicate an answer on the survey; confusion as to what a question is asking; and unintentionally omitting answers to questions (e.g. not turning the survey over to answer questions on the second page). Each of these respondent errors could conceivably bias findings in one direction or the other. To mitigate this effect, in some cases unclear answers were coded as "unanswered" to avoid a subjective interpretation; in other cases, particular answers (such as occupation or wages) were discerned from answers given elsewhere in the survey.⁵ By including as many fixed response question as possible, the survey increased the ease of answering its questions. Translators were also available to assist respondents and ensure surveys were completed correctly.

⁴ In some cases, respondents were assured that their answers, whatever they were, would be valuable: evidence of negative working conditions could act as a stimulus change, while evidence of positive working conditions could serve as a model for future policies. In conveying to respondents that there was no "right" answer to survey questions, survey administrators attempted to minimize any pressure respondents may have felt to provide the "right" answer while avoiding the truthful answer.

⁵ For example, rather than reporting an hourly wage, a number of respondents indicated how much money they earned each day. This daily wage was then divided by the number of hours they reported working on any given day.

A further aspect contributing to inadvertent bias may be the relatively short time in which this study was executed. Specifically, domestic workers who were better connected or more able or more confident may have been more likely to complete the survey in the first weeks; added time may have enabled outreach to groups and persons initially hesitant to participate in the study. Further, added time would have provided for knowledge of the survey and its purposes to disseminate through domestic worker social networks, such that workers may have become more comfortable with the idea of the survey and so more likely to complete it. Lastly, these time constraints, the survey was not able to pre-tested, however it was circulated among stakeholders and the County Health and Human Services committee for comment. While the survey was modified to accommodate data and phraseology requests from multiple stakeholders, ultimately its length, despite our efforts, may have dissuaded some domestic workers from completing it, further limiting our final sample.

Over-Representation of Individuals Associated with Stakeholders

The limitation that domestic workers associated with stakeholders are over-represented in the survey was intended to be minimized by the number of stakeholders. Bias created by this situation (selection) would only be greater with fewer survey distributors. Those not represented in the survey would primarily include those who speak languages other than the seven into which the survey was translated (as requested by stakeholders), as well as those who may congregate in locales unknown or inaccessible to our survey distributors. Though CASA de Maryland, contributed the lion's share of the surveys (68% or 194 surveys), a sizable comparison group (32% or 92 surveys) still remains. However, it should be noted as well that, although this method does have merit, the limited success of other stakeholders in administering the survey did ultimately compromise the effectiveness of this check.

To the degree that Hispanics may be over-represented in our sample, however, it is notable nonetheless that Hispanics comprise the majority, if not entirety, of respondents utilized in similar studies (Hondagneu-Sotelo 2001, Pisani and Yoskowitz 2002 and 2005, and Richardson 1999). Further, given historical trends favoring Hispanics increasingly employed as domestic workers (Hondagneu-Sotelo, 2001: 8 and Rollins, 1985: 56), this ethnic group likely *does* compose the majority of domestic workers in Montgomery County. In this regard, their over-representation in our sample may simply be a question of degree.

Other Limitations: Stakeholder Bias and Coding Errors

Stakeholder Bias

The use of stakeholders as survey administrators creates other limitations. It could be argued that those administering the survey, could inadvertently, or intentionally, bias the results in favor of their own presumptions. As Babbie notes (2004: 277), the "essential characteristic of interviewers is that they be neutral; their presence in the data-collection process must not have any effect on the responses given." Unfortunately, each of the groups involved in administering the Montgomery County Survey of domestic workers was likely not neutral concerning the working conditions of domestic workers. Indeed, it is through their grievances that the study was commissioned in the first place.

Several measures to protect against potential stakeholder bias were utilized. First, 29% of the surveys were personally supervised by the George Washington University student researchers. This means 82 surveys were collected by neutral observers, unaffiliated with the stakeholders and their prior efforts of seeking redress for domestic workers. This provides a substantial reference group from which the other surveys may be compared.

Secondly, statistical tests of significance were run to see if there were any significant differences in data provided by the various stakeholders. Of the specific variables tested, wage, hours per day and week, and health insurance for both live-ins and live-out domestic workers, a majority showed no difference between organizations. The variables for hours on live-in workers were found to be statistically different; however there are some considerations to take in place without invalidating the responses. Due to the fact that 4 out of the 6 t-tests show no statistical difference in the mean values of surveys collected by CASA Maryland and other advocacy organizations, it is possible that the differences found in the 2 out of 8 variables are intrinsic in the population itself. These results could also mean that there was an over-sampling of live-out domestic workers that work longer hours per day or week. This could be due to the fact that these workers have multiple households they work in. Also, when re-testing the variable *hours per week* for live-out domestic workers at a different level of significance the results change. This suggests that the survey results are not significantly different enough to invalidate the study. A fourth comment is that the mean difference between values for hours worked per day for live-out domestic workers is .8125 hours, a small numerical difference.

The George Washington University student researchers are confident that there was no deliberate or systemic bias exhibited by stakeholders in their administration of the survey. Indeed, some of the gravest instances of low wages or long hours were reported to the GRT, not the organizations most concerned with their welfare.

Thirdly, uniform directions were provided to stakeholders for their administration of the surveys. These guidelines minimized any differences in responses that may have been incurred through differences in administration. The guidelines proscribed that administrators be present for every survey completed, and that administrators: 1) not prompt respondents to give particular responses; 2) assure respondents that their surveys are completely anonymous; 3) avoid crowding or "hovering" around respondents; 4) place, or have respondents place, the completed surveys in an envelope, box, or folder; 5) combine all surveys into a single envelope and sign across its seal.

Fourthly, all survey distributors completed a form providing feedback on eight questions regarding the administration and distribution of the survey (see section on survey administrator feedback). Upon receiving back all surveys; these forms were reviewed by the George Washington University student researchers for any administration practices that may have biased results. Key to this form was a question asking specifically if the administrator had any reason to suspect that the data collected is untrue. No party participating in the collection of data has reported any reason to doubt the veracity of the information collected (see appendix on feedback form matrix). Each stakeholder was also asked to sign an honor code, attesting that surveys were collected in accordance with the guidelines provided.

Lastly, and as mentioned above, every survey distributed had an anonymous honor code on its back where the survey-taker could indicate if he or she had been coerced in completing the survey or if he or she felt that the information contained on the survey was otherwise unreliable in any way. Although a majority of respondents, approximately 70%, did indicate through the honor code that the information captured on their survey was accurate, the discrepancy between

the total number of surveys used and the total number of completed honor-codes is nonetheless understandable and explainable.

- The honor code was printed larger in the English version of the survey, making it more likely that non-English speakers may not notice it
- The language of the honor code itself may have been too difficult for some people to understand what it was asking
- The translation of the code may have been poor, also confusing respondents as to what was being asked of them
- Respondents who inadvertently omitted the back of the survey also de facto omitted the honor code

Furthermore, an additional test of significance was run, comparing answers for those who checked the honor code and those who did not for any systematic, significant differences. Of the variables tested, no such differences were found. Indeed, while the panoply of checks on the validity of the data was intended to provide a greater degree of faith in the final results, the omission a single check does not de facto invalidate the effectiveness of those that remained. For these reasons, we have included surveys in the study for which there is no completed honor pledge.

Monetization

A further source of potential bias may be found in GRT's inability to monetize many of the benefits available to live-in domestic workers. Chief among these: free or greatly reduced rent; free or greatly reduced utilities; meals; and use of a vehicle or telephone. While a comprehensive cost/benefit study of live-in domestic workers is well beyond the scope of this report, it is notable nonetheless that provision of these benefits likely does exert downward pressure on their wages, relative to live-out domestics. Thus, a measure taking these benefits into account would almost certainly raise the wages of our sample of live-ins relative to what is reported here, though stating to what degree would be entirely speculative.⁶ The availability of such benefits should be kept in mind whenever considering the wages of live-in domestic workers.

Coding Errors

GWU student researchers made scrupulous efforts to review the dataset as a whole and to locate and correct potential errors in data entry. Whatever errors made in coding and data entry remain are believed to be random and so are not construed to bias findings in any knowable way.

⁶ As a point of reference, New York State has assigned dollar values to some of these benefits in one of its most recent laws addressing domestic workers. See: The Summary of the Minimum Wage Order for Miscellaneous Industries and Occupations for the State of New York. Located at: <http://www.labor.state.ny.us/formsdocs/wp/LS210.PDF>.

Survey Administrator Feedback:

The following table summarizes responses from the survey administrator's feedback form, which all participating organizations completed following the conclusion of the survey distribution period. Each organization reported on their survey distribution and administration methods in order to help GRT more fully understand the methods used and identify any potentially biases that could pose limits on the validity and/or reliability of the study.

Survey Administrator Feedback Chart

Distributing Organization	General Difficulty in Administering Survey	Assistance given to respondents	Reluctance to Complete Survey	Refusals to Complete Survey	Survey Data False or Unreliable
Casa of Maryland	X	X	X	X	
Comm. Ministries of Montgomery Co.	X	X	X	X	
Linkages to Learning	X	X			
APALRC	X	X	X	X	

Appendix E: Literature Review

A brief review of prior research will help place the findings of the Montgomery County Survey of domestic workers in a broader context. Though not an exhaustive account of all the literature on the subject, it will discuss how others approached the topic of domestic worker issues: what they examined, what methods they used to gather information, and what findings they discovered. Scholarly research on the topic is most prevalent in the social science disciplines, especially in sociological studies of gender, race, and class issues, which examine the topic from an anthropological perspective. Labor studies of informal market activities have also examined domestic worker issues from a different, economic perspective. These two perspectives help characterize the approaches taken in prior research. The Montgomery County Domestic Worker Project most resembles the latter perspective; however it utilizes both perspectives in its objective to inform public knowledge of domestic worker issues in Montgomery County.

The most frequently cited studies of domestic work are similar: they examine the problems and concerns of domestic workers from an anthropological perspective. Their primary inquiry deals with the culture of domestic work. Findings are usually based on in-depth interviews with domestics and their employers. Leading scholar, Pierrette Hondagneu-Sotelo (2001), identified patterns in working conditions of Latina domestic workers in California. She also examined how domestic work is organized in terms of hiring, firing, and recruitment practices. Hondagneu-Sotelo's study was primarily based on 68 in-depth interviews, which included 37 employers and 23 domestic workers.⁷ Two classics sharing a similar perspective are Judith Rollin's *Between Women* (1985) and Mary Romero's *Maid in U.S.A.* (1992), both of which examine dynamics between domestic employees and their employers. Mary Romero based her study of Chicana domestic workers in Colorado on 25 two-hour, open-ended interviews. Judith Rollins' influential *Between Women* is based on her own participation as a domestic worker and 40 in-depth interviews, which included 20 domestic workers and 20 employers.

These three important books have informed themes that many studies of domestic work build on and have established general points of consensus on the working conditions of domestic workers. Their anthropological perspective offers rich personal accounts of domestic work, detailing individual experiences of "life on the job." This narrow focus on the personal histories of domestics, however, limits the applicability of such accounts in a policy context. As is evident from current events in Montgomery County, a different perspective is necessary.⁸ More recent studies of domestic workers move beyond this anthropological approach.

Approaching the subject from an economic perspective, Michael Pisani and David Yoskowitz (2002) investigated the "informal" marketplace for domestics in the U.S.-Mexico border community of Laredo, Texas. They have also examined the market for home gardeners⁹ in South Texas (Pisani and Yoskowitz, 2005). Chad Richardson and Cruz C. Torres examined undocumented domestic workers in South Texas, with special focus on how undocumented domestics were treated by immigration officials, smugglers, and employers. What unites these

⁷ Hondagneu-Sotelo also surveyed 158 Latina domestics, however it was not her primary methodology.

⁸ Zaayer, Caroline. "Group Asks Montgomery to Help Domestic Workers." The Baltimore Sun, Arundel Edition. Local, Pg. 6G, October 26, 2005. The Baltimore Sun Company.

From Article: "Before any legislation is introduced, [Councilmember] Leventhal said he would like to see research to provide supporting data, although he said the anecdotes he's heard are compelling and said he believes abuse is widespread."

⁹ The Federal Fair Labor Standards Act classifies gardeners as domestic workers.

studies is their use of survey methodology to cast a wider net on patterns in domestic worker issues. Rather than basing their findings on 30 interviews, these authors look at patterns that develop over hundreds of workers. Michael Pisani and David Yoskowitz (2002) based their study of domestic workers in Laredo, Texas on 389 surveys, including 195 surveys of domestic workers and 194 employers. Their study of home gardeners in South Texas (2005) surveyed 122 gardeners and 122 employers. Chad Richardson and Cruz C. Torres (1999) surveyed 162 undocumented domestics and 136 employers.

Combining the anthropological and economic perspectives illustrates points of consensus that informed the survey of domestic workers in Montgomery County.

- Domestic work suffers from the stigma of being “dirty work” (Hondagneu-Sotelo, 2001: 47, Romero, 1992: 7, 30, 42, 90, 137).
- Even domestic workers with high paying jobs may lack job security, full-time hours, paid vacations, and sick leave (Mendez, 1998). And even the best paying jobs share general hardships of domestic work: intensive cleaning often causes physical pain or injury (Hondagneu-Sotelo, 2001: 47).
- Because domestic work takes place in a private home, it is often not recognized as employment (Romero, 1992); and as Hondagneu-Sotelo notes (2001: 10), “employers are equally reluctant to view themselves as employers.”
- There is a critical dichotomy between live-in domestics (those who live in the home of their employer) and live-out domestics. Live-ins are more likely to work longer hours for lower pay than live-out domestics (Romero 1992: 6; Hondagneu-Sotelo 2001: 29-37; Pisani and Yoskowitz 2002: 572-573).
- Benefits of being a domestic,¹⁰ or any worker in an informal economy, include the flexibility of hours, independence, and un(der) reporting of wages, (Hondagneu-Sotelo 2001, Mendez 1998, Pisani and Yoskowitz 2002, et. al.).
- Target population (of domestic workers) is very difficult to study (Romero, 1992; Hondagneu-Sotelo, 2001; Pisani and Yoskowitz, 2002, 2005; Richardson and Torres, 1999).

The Montgomery County Domestic Worker Project used these points of consensus as guideposts in its own inquiry. The objective of the project was to inform public discussion of domestic worker issues in the County with sound empirical data, and to provide potentially supporting data to available anecdotal evidence. The best means of achieving this objective was to follow the example of more recent studies that utilize survey methodology and that cast a wider net on existing patterns in domestic working conditions. However, this objective could not have been reached without the rich anthropological perspectives illuminating reference points throughout the inquiry. The final report of the domestic worker project is based on 286 surveys of domestic workers who live and work in Montgomery County, Maryland.

¹⁰ These benefits may be more particularly associated with those domestics whom Hondagneu-Sotelo describes as “Private Housecleaners,” who work in multiple homes on a contractual basis and live independently from their employers (2001: 43-47).

References

- Babbie, Earl. 2004. *The Practice of Social Research*, 10th ed. United States: Thomson Wadsworth
- Hondagneu-Sotelo, Pierrette. 2001 *Domestica: Immigrant Workers Cleaning and Caring in the Shadows of Affluence*. Berkeley: University California Press.
- Mattingly, Doreen Jeanette. "Domestic Service, Migration, and Local Labor Markets on the United States-Mexico Border." Ph.D. dissertation. United States, Massachusetts: Clark University; 1996. Publication Number: AAT 9618037, Proquest Dissertations.
- Mendez, Jennifer Bickham. 1998 "Of Mops and Maids: Contradictions and Continuities in Bureaucratized Domestic Work." *Social Problems* 45 (1), 114-135.
- Pisani, Michael J. and David W. Yoskowitz. March 2005. "Grass, Sweat, and Sun: An Exploratory Study of the Labor Market for Gardeners in South Texas." *Social Science Quarterly*, Volume 86, No. 1. Southwestern Social Science Association.
- Pisani, Michael J. and David W. Yoskowitz. June 2002. "The Maid Trade: Cross-Border Work in South Texas." *Social Science Quarterly*, Vol. 83, No. 2. Southwestern Social Science Association.
- Richardson, Chad and Cruz C. Torres. 1999. "Only a Maid: Undocumented Domestic Workers in South Texas." Pp. 69-94 in Chad Richardson's, ed., *Batos, Bolillos, & Pochos: Class & Culture on the South Texas Border*. Austin: University of Texas Press.
- Rollins, Judith. 1985. *Between Women: Domesticity and Their Employers*. Philadelphia, PA: Temple University Press.

Guidelines for Domestic Worker Survey Administrators

Thank you for volunteering your assistance in the survey administration phase of The Protection of Rights and Welfare of Domestic Workers in Montgomery County research project.

In accordance with the guidelines set out by the Health and Human Services Committee of the Montgomery County Council, we must do all we can to ensure that the survey results are accurate and valid. Therefore we ask that all survey administrators follow these guidelines. We want to avoid any errors in the statistics that might invalidate the entire study. Please contact us at amyvance@gwu.edu or (386)-852-1595 with any questions.

1. When administering the survey among respondents, please limit your assistance to clarification or translation of survey questions – remind respondents that the survey is voluntary and do not prompt them into giving a certain response.
2. If respondents are discouraged in completing the survey, assure them that the information they provide is completely anonymous, and will only be used to help the County understand their working conditions.
3. Allow respondents to complete the survey form in privacy – do not crowd around respondents or read over their responses.
4. Request that respondents fill out surveys immediately and under your general supervision - do not let respondents take surveys home with them, or complete them outside of your general supervision.
5. When collecting the surveys from respondents, allow them to insert their completed surveys into an envelope, box, or folder, and thank them for their help.
6. After collecting surveys from respondents please do not read over the completed forms, or mark them in any way.
7. When all the surveys have been completed, insert them in an envelope, sign your name across the seal, and email us immediately so that we can pick the envelope up at your organization. Finally, please take a few moments to complete the Survey Administration Form included in this package.

Thank you for your help in administering these surveys! **We must collect all completed surveys from you no later than April 12th** – please make a note of this date.

Sincerely,
The GW Research Team

HONOR STATEMENT

Please read and sign the following honor statement.

You will need to include this form with the completed surveys that we collect from you on April 12th, so remember to put it in a safe place, thank you!

This is a voluntary survey being conducted by a George Washington University research team sponsored by the Montgomery County Council Committee on Health and Human Services. The purpose of this survey is to learn more about the working conditions of the domestic workers in Montgomery County. My role as survey administrator is to distribute, supervise, and collect the surveys from respondents. During survey administration it may also be necessary for me to interact with respondents to explain the purpose of the survey, assist with translation, and/or emphasize anonymity. By signing this statement I attest that I have not altered the survey(s) in any way, and I have followed all the guidelines for survey administration specified by the GW research team.

Sign your full name here _____
Date _____

Protection of Rights and Welfare of Domestic Workers in Montgomery County

Survey Administration Feedback Form

If you were responsible for administering the survey of domestic workers, or supervised administering the survey for your organization,

Please take a few moments to provide feedback by answering the 9 following questions.

The purpose of collecting such feedback is to provide information on the way survey data for the Domestic Workers Project is gathered. Since a number of groups are involved with each targeting different populations of domestic workers, survey administration methods will vary. This Feedback Form is a way to track different methods used by each group. It also provides an opportunity for you and your organization to voice concern about the information collected with the survey instrument.

Your time and consideration are greatly appreciated. This form can be completed in 15-20 minutes while domestic worker respondents complete the survey you are administering, or at your own leisure. If you are constrained for time, the feedback can be provided orally – in telephone conversation or in person – with a GW Research Team Member. **Thank you for your participation!**

Briefly describe how the surveys were administered.

e.g. Five members of Organization distributed the surveys to workers after a church function, in parks, and at English language courses...

Where were the surveys administered?

e.g. Silver Spring Metro, Parks, Restaurants...

What was most difficult about administering the survey?

Did any of the survey respondents need help completing the survey? If so, please describe.

To the best of your knowledge, were any respondents reluctant to complete the survey? If so, please explain.

Did any individuals refuse, or decline, your requests to complete the survey? About how many? If a reason was given, what was it?	
Did you, or your colleagues, have to encourage respondents to complete the survey? Briefly describe how participation was encouraged, and why encouragement was necessary.	
Do you have any reason to believe the completed surveys contain false or unreliable information? If so, please explain.	

If you have any comments regarding the survey instrument, or the Domestic Workers Project in general, please write them below.

Thank you for your feedback!

Survey of Domestic Workers Montgomery County, Maryland

1. What type of work are you paid for? *(Please check all that apply)*

☐ Housekeeper ☐ Babysitter/Nanny ☐ Gardener ☐ Nurse ☐ Cook ☐ Janitor
☐ Chauffer/Driver ☐ Butler ☐ Handyman (Household repair, plumbing, electrical, etc.)
_____ Other (please describe)

2a. Do you work for a company or private employer(s)? ☐ Company ☐ Private Employer(s)

2b. At how many different homes do you work? _____

3a. How much are you paid per hour (\$/Hour)? _____

3b. If you work for more than one employer, please write your highest and lowest hourly wage: _____

3c. Do you receive extra pay for working more than 40 hours/wk or 8 hours/day? ☐ Yes ☐ No

3d. If yes, you much are you paid for these extra hours (\$/Hour)? _____

4a. Do you live in your employer's home or on your employer's property?

☐ In Employer's Home ☐ Elsewhere on Employer's Property ☐ Neither, I live somewhere else

If you live either in your employer's home or on your employer's property, please answer 4b, 4c, and 4d below. Please check all that apply.

4b. Are you required to be available 24-hours a day? ☐ Yes ☐ No ☐ Don't Know

4c. Do you have your own: ☐ Stove ☐ Oven ☐ Toilet ☐ Shower/Bath ☐ Refrigerator ☐ Room

4d. If your employer provides uniforms, does s/he also pay to have them cleaned? ☐ Yes ☐ No ☐ NA

5a. How many hours do you work on a normal day? _____ (Hours/Day)

5b. If each day you work a different number of hours, please write how many hours you work per day:

Monday: _____ Tuesday: _____ Wednesday: _____ Thursday: _____ Friday: _____ Saturday: _____ Sunday: _____

5c. Does your employer give you paid breaks during your workday? ☐ Yes ☐ No ☐ Don't Know

6. How many hours do you work on a normal week? _____ (Hours/Week)

7. How do you feel your employer (or most of your employers) treat you on a scale of 1 (very bad) to 10 (very well)?

(Please circle one of the numbers): 1 2 3 4 5 6 7 8 9 10

8. Do you receive health insurance through your work or husband/wife?

____ Work ____ Husband/Wife ____ I don't have health insurance

9a. Have you or your family visited the Emergency Room (ER) in the past year? ____ Yes ____ No

(continued on back)

9b. If you entered "Yes," please enter the approximate number of times you visited the ER: _____

10. Is your employer paying social security taxes on your wages? ____ Yes ____ No ____ Don't Know

11. Do you have a pension or retirement plan for the future? ____ Yes ____ No ____ Don't Know

12. Do you receive paid vacation days (for example, July 4th, Christmas, etc)? ____ Yes ____ No ____ Don't Know

13. Do you receive paid maternity leave? ____ Yes ____ No ____ Don't Know ____ Not Applicable

14. Are you paid for national holidays in which you do not work? ____ Yes ____ No ____ Don't Know

15. Are you paid for any days when you are unable to work because you are sick? ____ Yes ____ No ____ Don't Know

16. How many days off per week do you receive? _____

17a. Do you have a written contract with your employer? ____ Yes ____ No ____ Don't know

17b. If you have more than one employer, please put in how many contracts you have: _____

Now please take a moment to tell us a little about yourself

18. Ethnicity: _____

19. Age: _____ 20. Gender: ____ Male ____ Female

21. Married: ____ Yes ____ No

22. Number of Children: _____

23. What was the last grade you completed in school? _____

24. What language do you speak at home? _____

25. Do you speak English? ____ Yes ____ No

26. Please write the name of the city where you live _____

27. Please write the name of the city/cities where you work _____

28. Is there anything else you want to tell us that is work-related, such as anything about your wages, your benefits, your health care, or any other issues you want to raise?

****By checking this box, I certify that I have answered the above questions truthfully and was not coerced in any way:** ☐

Thank you for taking the time to complete this survey!

Encuesta para trabajadores domésticos Condado de Montgomery, Maryland

1. ¿Por qué clase de trabajo recibe su paga? *(Por favor, marque todas las opciones que correspondan.)*

☐ Ama de llaves/Encargado de la casa ☐ Niñera/o ☐ Jardinera/o ☐ Enfermera/o ☐ Cocinera/o ☐ Portera/o
☐ Chofer ☐ Mayordomo ☐ Encargado de mantenimiento (arreglos domésticos, plomería, electricidad, etc.)
 _____ Otro (por favor, descríbalos)

2a. ¿Trabaja para una empresa o para un empleador privado? ☐ Empresa ☐ Empleador(es) privado(s)

2b. ¿En cuántas casas trabaja? _____

3a. ¿Cuál es su paga por hora (\$/hora)? _____

3b. Si usted trabaja para más de un empleador, por favor indique su paga máxima y mínima por hora: _____

3c. ¿Recibe algún pago adicional cuando trabaja más de 40 horas por semana, o más de 8 horas por día? ☐ Sí ☐ No

3d. En caso afirmativo ¿cuál es su paga por estas horas extra (\$/hora)? _____

4a. ¿Vive en la casa de su empleador o en una propiedad de su empleador?

☐ En la casa del empleador ☐ En otra propiedad del empleador ☐ En ninguna de ellas; vivo en otro sitio.

Si usted vive en la casa o en una propiedad de su empleador, por favor responda las preguntas 4b, 4c y 4d siguientes. (Por favor, marque todas las opciones que correspondan.)

4b. ¿Usted debe estar disponible durante las 24 horas del día? ☐ Sí ☐ No ☐ No lo sé

4c. ¿Tiene usted su propio(a):

☐ Cocina ☐ Horno ☐ Inodoro ☐ Ducha/Bañera ☐ Heladera ☐ Habitación

4d. Si su empleador le proporciona uniformes, ¿también paga la limpieza de los mismos? ☐ Sí ☐ No ☐ N/C

5a. ¿Cuántas horas trabaja en un día normal? _____ (Horas/Día)

5b. Si usted trabaja distinta cantidad de horas cada día, por favor indique cuántas horas trabaja por semana:

Lunes: _____ Martes: _____ Miércoles: _____ Jueves: _____ Viernes: _____ Sábado: _____ Domingo: _____

5c. ¿Su empleador le proporciona períodos de descanso pagos durante su jornada laboral? ☐ Sí ☐ No ☐ No lo sé

6. ¿Cuántas horas trabaja en una semana normal? _____ (Horas/Semana)

7. ¿Cuál es su opinión sobre el trato que recibe de su empleador (o de la mayoría de sus empleadores), en una escala de 1 (muy malo) a 10 (muy bueno)?

(Por favor, rodee con un círculo uno de los números): 1 2 3 4 5 6 7 8 9 10

(continúa en el reverso)

8. ¿Tiene seguro de salud por su trabajo o el de su esposo/esposa?
____ Trabajo ____ Esposo/Esposa ____ No tengo seguro de salud
- 9a. ¿Usted o su familia han concurrido a una guardia médica (ER, por sus siglas en inglés) el año pasado? __ Sí__ No
- 9b. Si respondió “Sí”, por favor indique la cantidad aproximada de veces que concurrió a ER: _____
10. ¿Su empleador paga impuestos de seguridad social sobre el salario que le paga? ____ Sí ____ No ____ No lo sé
11. ¿Usted tiene un plan de pensión o de retiro para el futuro? ____ Sí ____ No ____ No lo sé
12. ¿Tiene días de vacaciones pagos (por ejemplo, el 4 de Julio, Navidad, etc.)? ____ Sí ____ No ____ No lo sé
13. ¿Tiene licencia paga por maternidad? ____ Sí ____ No ____ No lo sé ____ No corresponde
14. ¿Recibe paga por los feriados nacionales en los que no trabaja? ____ Sí ____ No ____ No lo sé
15. ¿Recibe paga por los días en los que no puede trabajar debido a una enfermedad? ____ Sí ____ No ____ No lo sé
16. ¿Cuántos días libres por semana tiene? _____
- 17a. ¿Ha firmado un contrato escrito con su empleador? ____ Sí ____ No ____ No lo sé
- 17b. Si usted tiene más de un empleador, por favor indique cuántos contratos ha firmado: _____

Por favor, ahora tómese un momento para contarnos algo acerca de usted

18. Origen étnico: _____
19. Edad: _____ 20. Sexo: ____ Masculino ____ Femenino
21. Casado: ____ Sí ____ No
22. Cantidad de hijos: _____
23. ¿Cuál es el mayor nivel escolar que aprobó? _____
24. ¿Qué idioma habla en su casa? _____
25. ¿Sabe hablar en inglés? ____ Sí ____ No
26. Por favor, escriba el nombre de la ciudad donde **vive** _____
27. Por favor, escriba el nombre de la/s ciudad/es donde **trabaja** _____
28. ¿Hay algo más que desee contarnos con respecto a su trabajo, como por ejemplo algún comentario sobre su paga, los beneficios que recibe, el plan médico u otros temas que le gustaría tratar?

Al marcar esta caja certifico que he contestado las anteriores preguntas honestamente y que no he sido cohercionado al hacerlo:



¡Gracias por tomarse el tiempo para completar esta encuesta!

Sondage pour employés de maison Comté de Montgomery, Maryland

1. Pour quel type de travail êtes-vous rémunéré(e) ? *(Cochez toutes les réponses applicables)*

☐ Aide ménagère ☐ Babysitter/Nounou ☐ Jardinier(ère) ☐ Infirmier(ère) ☐ Cuisinier(ère) ☐ Gardien(ne)
d'immeuble ☐ Chauffeur ☐ Maître d'hôtel ☐ Homme à tout faire (réparations, plomberie, électricité, etc.)

☐ Autre (veuillez préciser) _____

2a Êtes-vous employé(e) par une société/entreprise ou par un(des) particulier(s) ? ☐ Société/Entreprise ☐ Particulier(s)

2b. Dans combien de maisons différentes travaillez-vous ? _____

3a. Quel est votre rémunération horaire (\$/heure) ? _____

3b. Si vous travaillez pour plus d'un employeur, veuillez inscrire votre taux horaire le plus élevé et votre taux horaire le plus bas : _____

3c. Êtes-vous rémunéré(e) pour les heures supplémentaires lorsque vous travaillez plus de 40 heures par semaine ou plus 8 heures par jour ? ☐ Oui ☐ Non

3d. Si oui, combien percevez-vous pour ces heures supplémentaires (\$/heure) ? _____

4a. Êtes-vous domicilié chez votre employeur ou dans un lieu qui lui appartient ?

☐ Chez mon employeur ☐ Dans un lieu qui lui appartient ☐ Ni l'un, ni l'autre _____

Si vous habitez chez votre employeur ou dans un lieu qui lui appartient, cochez 4b, 4c, et 4d ci-dessous..

4b. Devez-vous être disponible 24 heures sur 24 ? ☐ Oui ☐ Non ☐ Je ne sais pas

4c. Possédez-vous votre propre : ☐ Cuisinière ☐ Four ☐ Toilettes ☐ Douche/Bain ☐ Réfrigérateur
☐ Chambre

4d. Si votre employeur fournit des uniformes, les fait-il nettoyer à ses frais ? ☐ Oui ☐ Non ☐ Sans objet

5a. Combien d'heures travaillez-vous dans une journée normale ? _____ (heures/jour)

5b. En cas d'horaires journaliers irréguliers, indiquez combien d'heures vous travaillez par jour :

Lundi : _____ Mardi : _____ Mercredi : _____ Jeudi : _____ Vendredi : _____ Samedi : _____ Dimanche : _____

5c. Votre employeur vous donne-t-il des pauses payées durant la journée de travail ? ☐ Oui ☐ Non ☐ Je ne sais pas

6. Combien d'heures travaillez-vous dans une semaine normale ? _____ (heures/semaine)

7. Sur une échelle de 1 (très mal) à 10 (très bien), comment estimez-vous être traité(e) par votre employeur (ou par la plupart de vos employeurs) ?

(Veuillez entourer le chiffre correspondant) : 1 2 3 4 5 6 7 8 9 10

(suite au verso)

8. Etes-vous assuré maladie par votre emploi ou par votre conjoint(e) ?

____ Emploi ____ Conjoint(e) ____ Je n'ai pas d'assurance maladie

9a. Avez-vous dû vous rendre aux urgences (ER), vous ou votre famille, au cours de l'année passée ? ____ Oui ____ Non

9b. Dans ce cas, indiquez le nombre approximatif de ces visites _____

10. Votre employeur retient-il des cotisations de sécurité sociale sur vos salaires ? ____ Oui ____ Non ____ Je ne sais pas

11. Avez-vous souscrit à une assurance vieillesse ? ____ Oui ____ Non ____ Je ne sais pas

12. Bénéficiez-vous de jours fériés rémunérés (4 juillet, Noël, etc.) ? ____ Oui ____ Non ____ Je ne sais pas

13. Les congés maternité vous sont-ils rémunérés ? ____ Oui ____ Non ____ Je ne sais pas ____ Sans objet

14. Les jours fériés (fête nationale et autres) non travaillés vous sont-ils rémunérés ? ____ Oui ____ Non ____ Je ne sais pas

15. Les congés maladie vous sont-ils rémunérés ? ____ Oui ____ Non ____ Je ne sais pas

16. Combien de jours de congé avez-vous par semaine ? _____

17a. Avez-vous signé un contrat avec votre employeur ? : ____ Oui ____ Non ____ Je ne sais pas

17b. Si vous avez plusieurs employeurs, indiquez avec combien vous avez un contrat signé : _____

Détails d'ordre privé :

18. Ethnicité : _____

19. Âge : _____ 20. Sexe : ____ Masculin ____ Féminin

21. Marié(e) : ____ Oui ____ Non

22. Nombre d'enfants : _____

23. Niveau scolaire : _____

24. Langue couramment parlée en famille : _____

25. Savez-vous parler anglais ? ____ Oui ____ Non

26. Veuillez inscrire le nom de la ville dans laquelle vous habitez _____

27. Veuillez inscrire le nom de la (des) ville(s) dans laquelle(lesquelles) vous travaillez _____

28. Avez-vous d'autres commentaires à faire liés à votre travail, tel que salaire, avantages sociaux, soins médicaux ou autre :

En vérifiant cette boîte, je certifie que j'ai répondu aux questions ci-dessus sincèrement et n'ai pas été contraint de quelque façon :



Avec tous nos remerciements d'avoir pris le temps de répondre à notre sondage !

*****Note: this survey was not distributed*****

Vietnamese/Tiếng Việt

**Khảo Sát Về Người Giúp Việc Nhà
Trong Quận Montgomery, Tiểu Bang Maryland
Survey of Domestic Workers
Montgomery County, Maryland**

1. Ông (Bà) được trả tiền để làm công việc gì (Xin đánh dấu tất cả các công việc thích ứng)

_____ Quản gia _____ Giữ trẻ/Vú em _____ Làm vườn _____ Y tá _____ Nấu ăn _____ Người coi nhà _____ Lái xe _____ Người hầu
_____ Người sửa chữa đồ vật trong nhà (Sửa chữa đồ gia dụng, ống nước, đồ điện, v.v.)

_____ Các công việc khác (xin mô tả rõ)

2a. Ông (Bà) làm việc cho một công ty hay cho 1 người chủ tư nhân? _____ Công ty _____ Chủ tư nhân

2b. Ông (Bà) làm việc tại mấy nhà khác nhau? _____

3a. Ông (Bà) được trả bao nhiêu tiền một giờ (\$/Giờ)? _____

3b. Nếu Ông (Bà) làm việc cho 2 người chủ trở lên, xin ghi số lương giờ cao nhất và thấp nhất: _____

3c. Ông (Bà) có được trả tiền phụ trội khi làm việc quá 40 giờ 1 tuần hay quá 8 giờ 1 ngày hay không? _____ Có _____ Không

3d. Nếu có, Ông (Bà) được trả bao nhiêu cho mỗi giờ làm việc phụ trội (\$/Giờ)? _____

4a. Ông (Bà) có ở trong nhà của người chủ hay trên bất động sản của người chủ hay không?

_____ Trong nhà người chủ _____ Chỗ khác trên bất động sản của người chủ _____ Tôi ở chỗ khác, không phải 2 nơi đó

Nếu Ông (Bà) ở trong nhà người chủ hay trên bất động sản của người chủ, xin trả lời các câu 4b, 4c, và 4d dưới đây. Xin đánh dấu tất cả các câu trả lời thích ứng.

4b. Ông (Bà) có bị bắt buộc phải có mặt 24 giờ 1 ngày hay không? _____ Có _____ Không _____ Không biết

4c. Ông (Bà) có các thứ sau đây riêng cho mình hay không?: _____ Bếp lò _____ Lò _____ Phòng vệ sinh _____ Phòng tắm vòi hoa sen/Bồn tắm
_____ Tủ lạnh _____ Phòng

4d. Nếu người chủ của Ông (Bà) cung cấp đồng phục, họ có trả tiền để bỏ giặt hay không? _____ Có _____ Không _____ Không áp dụng

5a. Ông (Bà) làm việc mấy tiếng đồng hồ trong 1 ngày bình thường? _____ (Giờ/Ngày)

5b. Nếu mỗi ngày Ông (Bà) làm việc một số giờ khác nhau, xin ghi rõ Ông (Bà) làm việc mỗi ngày mấy giờ:

Thứ Hai: _____ Thứ Ba: _____ Thứ Tư: _____ Thứ Năm: _____ Thứ Sáu: _____ Thứ Bảy: _____ Chủ Nhật: _____

5c. Người chủ của Ông (Bà) có cho Ông (Bà) được nghỉ xả hơi có trả tiền trong ngày làm việc của Ông (Bà) hay không? _____ Có _____ Không
_____ Không biết

6. Ông (Bà) làm việc bao nhiêu giờ trong một tuần lễ bình thường? _____ (Giờ/Tuần)

7. Ông (Bà) cảm thấy được người chủ (hay hầu hết các người chủ của mình) đối đãi như thế nào tính theo một thước đo từ 1 (rất xấu) đến 10 (rất tốt)?

(Xin khoanh 1 trong các con số sau đây): 1 2 3 4 5 6 7 8 9 10

8. Ông (Bà) có được bảo hiểm sức khoẻ nhờ công việc làm của Ông (Bà) hay qua việc làm của chồng/vợ hay không?

____ Việc làm ____ Chồng/Vợ ____ Tôi không có bảo hiểm sức khoẻ

9a. Ông (Bà) hay có người nào trong gia đình Ông (Bà) phải vào phòng cấp cứu (ER) trong năm qua hay không? ____ Có ____ Không

9b. Nếu ghi “Có,” xin ghi số lần phòng chừng Ông (Bà) phải vào phòng cấp cứu: _____

10. Người chủ của Ông (Bà) có trả thuế an sinh xã hội trên tiền lương của Ông (Bà) hay không? ____ Có ____ Không ____ Không biết

11. Ông (Bà) có tiền hưu hay kế hoạch nghỉ hưu cho tương lai hay không? ____ Có ____ Không ____ Không biết

12. Ông (Bà) có được nghỉ lễ có lương hay không (thí dụ, ngày lễ Độc lập 4 Tháng 7, lễ Giáng sinh, v.v.)? ____ Có ____ Không ____ Không biết

13. Bà có được nghỉ có lương khi sinh đẻ hay không? ____ Có ____ Không ____ Không biết ____ Không áp dụng

14. Ông (Bà) có được trả lương trong các ngày lễ quốc gia mà Ông (Bà) không làm việc hay không? ____ Có ____ Không ____ Không biết

15. Ông (Bà) có được trả lương bất cứ ngày nào mà Ông (Bà) không thể làm việc vì bị bệnh hay không? ____ Có ____ Không ____ Không biết

16. Ông (Bà) được nghỉ mấy ngày 1 tuần? _____

17a. Ông (Bà) có ký kết hợp đồng làm việc bằng văn bản với người chủ của Ông (Bà) hay không? ____ Có ____ Không ____ Không biết

17b. Nếu Ông (Bà) có từ 2 người chủ trở lên, xin ghi rõ số hợp đồng Ông (Bà) đã ký kết: _____

Bây giờ xin Ông (Bà) bỏ chút thì giờ cho chúng tôi biết đôi chút về Ông (Bà)

18. Sắc tộc: _____

19. Tuổi _____ 20. Giới: ____ Nam ____ Nữ

21. Có gia đình hay không: ____ Có ____ Không

22. Số con cái: _____

23. Ông (Bà) học hết lớp mấy? _____

24. Ông (Bà) nói tiếng gì khi ở nhà? _____

25. Ông (Bà) nói được tiếng Anh hay không? ____ Được ____ Không

26. Xin ghi tên thành phố nơi Ông (Bà) **cư ngụ** _____

27. Xin ghi tên thành phố nơi Ông (Bà) **làm việc** _____

28. Có điều gì khác mà Ông (Bà) muốn cho chúng tôi biết liên quan đến công việc, thí dụ bất cứ điều gì liên quan đến tiền lương, phụ cấp, việc chăm sóc sức khoẻ của Ông (Bà), hay bất cứ vấn đề nào khác mà Ông (Bà) muốn nêu ra ?

Xin cảm ơn Ông (Bà) đã bỏ thì giờ hoàn tất bản khảo sát này!

Survey Tungkol sa mga Trabaho ng mga D.H. (domestic helper)
Montgomery County, Maryland

1. Anong klase ng trabaho yung pinapasukan ninyo? Paano kayo kumikita? (*Lagyan ng check ang sagot*)

_____ Katulong sa bahay gaya ng tagalinis at iba pa. _____ Yaya o Tagaalaga ng bata _____ Hardinero _____ Nars _____ Tagaluto
_____ Dyanitor _____ Tsuper _____ butler _____ Tagakumpuni (ng mga puwedeng ayusin sa bahay, tubero, kuryente at iba pa.)
_____ at iba pa. (ipaliwanag kung ano pa)

2a. Saan kayo nagtatrabaho? o kanino kayo nagtatrabaho? _____ Saang kumpanya? _____ Pribado? _____ Sino o kanino kayo nagtatrabaho?

2b. Ilang bahay ang pinagtatrabahuhan?

3a. Magkano ang suweldo isang oras (\$ magkanong dulyar/isang oras)?

3b. Kung mahigit sa isang tao ang amo, ang pinagtatrabahuhan, isulat dito yung pinakamataas at pinamababang suweldo sa isang oras: _____

3c. Dinadagdagan ba yung suweldo ninyo kung sobra sa 40 na oras ang trabaho sa isang linggo o sobra sa walong oras isang araw?
_____ Opo _____ Hindi po

3d. Kung opo ang sagot, magkano ang dinadagdag (\$/sa isang oras)? _____

4a. Nakatira ba kayo doon mismo sa bahay ng pinagtatrabahuhan? O doon sa mismong kumpanya o negosyo na yung mismong amo ninyo yung may-ari?

_____ sa bahay ng amo _____ iba pang lugar na ang amo mismo ang may-ari _____ o may ibang tinitirhan

Kung mismo sa bahay ng amo nakatira, o ang amo ang may-ari ng tinitirhan, sagutin ang mga tanong na 4b, 4c, at 4d sa ibaba.

4b. Kailangan bang lagi kayong puwedeng magtrabaho nang 24 oras o maghapon at magdamag /gabi at araw? _____ Opo
_____ Hindi po _____ Hindi ko po alam

4c. Meron ba kayong sariling ginagamit na: _____ Kalan _____ Oben _____ Kubeta. _____ Paliguan/Banyo _____ Repridyereytor
_____ Kuwarto

4d. Kung binibigyan kayo ng amo ninyo ng uniporme, meron rin bang binibigay na perang pampalaba ng uniporme ninyo?
_____ Meron po. _____ Wala po. _____ Wala namang unipormeng pinagagamit

5a. Ilang oras kayo nagtatrabaho sa loob ng isang karaniwang araw? _____ (oras/araw)

5b. Kung araw-araw nagtatrabaho, isulat kung ilang oras sa isang araw:

Lunes: _____ Martes: _____ Miyerkules: _____ Huwebes: _____ Biyernes: _____ Sabado: _____ Linggo: _____

5c. Binibigyan ba kayo ng amo ninyo ng day off at may bayad? _____ Opo _____ Hindi po _____ Hindi ko po alam

6. Ilang oras kayo nagtatrabaho sa loob ng isang linggo? _____ (oras/isang linggo)

7. Sa palagay ninyo, ano ang trato sa inyo ng inyong amo (o ang karamihan ng mga pinagtatrabahuhan ninyo)

anong grado ang ibibigay ninyo mula 1 (napakalupit/napakahigpit) hanggang 10 (napakabait)?

(Bilugan ang isang numero): 1 2 3 4 5 6 7 8 9 10

(sa likod ang karugtong)

8. Meron ba kayong health insurance sa trabaho or kasama sa insurance ng asawa?

_____ sa trabaho _____ Kasama sa asawa _____ Walang health insurance

9a. Noong mga nakaraang taon, nakapasok o nadala na ba kayo o yung pamilya ninyo sa emergency room (ER)? _____ Opo
_____ Hindi pa po

9b. Kung “opo” ang sagot, sabihin kung ilang beses nang nangyari iyon, yung pagkapunta ninyo sa ER: _____

10. Sa isinuweldo sa inyo ng amo ninyo, may hinuhulog ba sa inyong social security? _____ Meron po _____ Wala po _____ Hindi ko po alam

11. Meron ba kayong pension or retirement plan para sa inyong kinabukasan? _____ Meron po _____ Wala po _____ Hindi ko po alam

12. Sinusuwelduhan ba kayo kung walang pasok, kung bakasyon (Halimbawa kung Julyo 4th, Pasko, at iba pa)? _____ Opo
_____ Hindi po _____ Hindi ko po alam

13. Sinuwelduhan ba kayo kung may maternity leave? _____ Opo _____ Hindi po _____ Hindi ko po alam _____ Walang ganyan

14. May suweldo ba kayo kung may national holidays kahit wala kayong pasok? _____ Meron po _____ Wala po _____ Hindi ko po alam

15. Kung hindi kayo nakakapasok o hindi nakakapagtrabaho dahil nagkasakit, sinusuwelduhan pa rin ba kayo sa araw na iyon?
_____ Opo _____ Hindi po _____ Hindi ko po alam

16. Ilang araw sa isang linggo kayo nakakapag-off? _____

17a. Meron ba kayong kuntratang pinirmahan sa inyong amo? _____ Meron po _____ Wala po _____ Hindi ko po alam

17b. Kung higit sa isang amo yung pinagtatrabahuhan, isulat dito kung ilan ang kontrata ninyo: _____

Mangyari lamang na sabihin ang mga impormasyong hinihingi namin tungkol sa inyo:

18. Kung anong lahi/ Kung Taga saan: _____

19. Idad/Ilang taon na kayo: _____ 20. Gender: _____ Lalake _____ Babae

21. May asawa: _____ Meron po _____ Wala po 22. Ilan ang anak: _____

23. Ano ang natapos? Ano ang pinag-aralan? _____

24. Anong lingguwahe o salitang ginagamit sa bahay? _____

25. Marunong ba kayong mag-ingles? _____ Opo _____ Hindi po

26. Isulat ang tawag sa siyudad o tawag sa lugar na inyong tinitirahan _____

27. Isulat kung saang siyudad o tawag sa lugar na inyong pinagtatrabahuhan _____

28. Meron pa bang mga bagay-bagay na gusto ninyong ipaalam sa amin tungkol sa inyong trabaho? Halimbawa’y tungkol sa inyong suweldo, tungkol sa mga pribilehiyong inyong nakukuha sa trabaho, tungkol sa mga bagay na may kinalaman sa inyong pagpapagamot, pagpunta sa duktur at iba pa tungkol sa health care? Meron pa ba kayong iba pang naiisip na gusto ninyo iparating sa aming kaalaman?

Markahan ng tsek kung sinagot ang mga tanong ng buong katapatan at hindi pinilit ng sinuman: ☐

Marami pong salamat sa inyo sa pag-uukol ninyo ng panahon na masagot at makumpleto ang survey na ito!

Pesquisa de Trabalhadoras Domésticas Montgomery County, Maryland

1. Para que tipo de trabalho você é pago? *(Por favor, marque abaixo todos que correspondam)*

☐ Limpeza ☐ Babysitter/Au Pair ☐ Jardineira/o ☐ Enfermeira/o ☐ Cozinheira/o ☐ Porteira/o
☐ Chofer/Motorista ☐ Mordomo ☐ Encargado de manutenção (arrumos domésticos, plomeria, electricade, etc.)
 _____ Outro (por favor, descreva)

2a. Trabalha para uma empresa ou para um empregador particular? ☐ Empresa ☐ Empregador(es) particular(es)

2b. Em quantas casas trabalha? _____

3a. Quanto recebe por hora (\$/hora)? _____

3b. Se trabalhar para mais de um empregador, por favor indique seu salário máximo e mínimo por hora: _____

3c. Recebe algum pago adicional quando trabalha mais de 40 horas por semana, ou mais de 8 horas por dia ? ☐ Sim ☐ Não

3d. Em caso afirmativo, qual é seu pago por estas horas extras (\$/hora)? _____

4a. Mora na casa do seu empregador ou na propriedade do seu empregador?

☐ Na casa do empregador ☐ Em outra propriedade do empregador ☐ Em nenhum das duas; moro em outro lugar

Se você morar na casa do empregador, por favor responda às perguntas 4b, 4c, y 4d em baixo. (Por favor marque todas as opções que lhe correspondam)

4b. Você tem que estar disponível às 24 horas do dia? ☐ Sim ☐ Não ☐ Não sei

4c. Você tem seu proprio(a): ☐ Fogão ☐ Horno ☐ Vaso ☐ Ducha/Banheira ☐ Geladeira ☐ Cuarto

4d. Se seu empregador lhe proporcione uniformes, tambem paga a limpeza deles? ☐ Sim ☐ Não ☐ Não aplica

5a. Quantas horas trabalha num dia normal? _____ (Horas/Dia)

5b. Se trabalhar um horario diferente cada dia, por favor indique quantas horas trabalha cada dia da semana:

Segunda-feira: _____ Terça-feira: _____ Quarta-feira: _____ Quinta-feira: _____ Sexta-feira: _____ Sábado: _____ Domingo: _____

5c. Seu empregador lhe proporciona intervalos de descanso pagos durante o dia laboral? ☐ Sim ☐ Não ☐ Não sei

6. Quantas horas trabalha numa semana normal? _____ (Horas/Semana)

7. Qual é a sua opinião do tratamento que recebe do seu empregador (ou a maioria de seus empregadores), de 1 (muito ruim) a 10 (muito bom)?

(Por favor marque com circulo um dos numeros): 1 2 3 4 5 6 7 8 9 10

8. Você tem seguro médico por seu trabalho ou pelo esposo(a)?

_____Trabalho _____Esposo/Esposa _____Não tenho seguro médico

(continue ao
outro lado)

9a. Você ou um parente tem ido à sala de emergência do hospital no último ano? _____Sim _____Não

9b. Se respondeu 'Sim,' por favor indique quantas vezes que foi à sala de emergência: _____

10. Seu empregador paga impostos de previdência social (social security) sobre o seu salário? _____Sim _____Não _____Não sei

11. Você tem uma conta de previdência ou de aposentar para o futuro? _____Sim _____Não _____Não sei

12. Você tem feriados pagos (por exemplo: o 4 de julho, Natal, etc)? _____Sim _____Não _____Não sei

13. Tem um período de licença pago pela maternidade? _____Sim _____Não _____Não sei _____Não me aplica

14. Recebe pagamento pelos feriados nacionais nos quais não trabalha? _____Sim _____Não _____Não sei

15. Recebe pagamento pelos dias que não trabalha devido a uma doença? _____Sim _____Não _____Não sei

16. Quantos dias livres tem por semana? _____

17a. Tem um contrato escrito com seu empregador? _____Sim _____Não _____Não sei

17b. Se tiver mais de um empregador, por favor indique quantos contratos escritos que tem: _____

Por favor, agora tome um momento para contar-nos um pouco sobre você

18. Origem étnico: _____

19. Idade: _____ 20. Sexo: _____Masculino _____Femenino

21. Casado(a): _____Sim _____Não

22. Se tem filhos, quantos? _____

23. Qual é o último nível escolar que completou? _____

24. Que idioma fala na sua casa? _____

25. Sabe falar inglês? _____Sim _____Não

26. Por favor, escreva o nome da cidade onde **mora** _____

27. Por favor, escreva o nome da cidade(s) onde **trabalha** _____

28. Mas alguma coisa que deseja contar-nos com respeito ao seu trabalho, por exemplo algum comentário sobre seu salário, os benefícios que recebe, seguro médico, ou outro assunto que quer ressaltar?

****Ao marcar esta caixa, certifico que respondi às perguntas anteriores honestamente, e que não fui forçada**

fazer-la: ☐

Obrigada por haver tomado o tempo de completar este questionário!

Directory-Domestic Worker Project

Organization	Name	Title	Email
George Washington University SPPPA	Royce Hanson	Research Professor, GW Institute of Public Policy	rhanson@gwu.edu
	Elizabeth Sherman	Professor, GW SPPPA	esherman@gwu.edu , esherman@presidentialclassroom.org
	Amy Potemski	GW Student Researcher	potemski@gwu.edu
	Amy Vance	GW Student Researcher	amyvance@gwu.edu
	Gregory Gaines	GW Student Researcher	gkgaines@gwu.edu
	Jordan Head	GW Student Researcher	jhead@gwu.edu
	Michael Stepansky	GW Student Researcher	stepansk@gwu.edu
	Matthew Mokey	GW Student Researcher	mmokekey@gwu.edu
Montgomery County Government	George Leventhal	Council President, Chair of Health & Human Services	Councilmember.Leventhal@montgomerycountymd.gov
	Chong-Hwa Lee	Staff Representative for Councilmember Tom Perez	chong-hwa.lee@montgomerycountymd.gov
	Chris Schunk	Staff Representative for Councilmember Steve Silverman	chris.schunk@montgomerycountymd.gov
	Patty Vitale	Policy Analyst to Councilmember Leventhal	patty.vitale@montgomerycountymd.gov
	Judith Vaughan-Prather	Executive Director, Montgomery County Commission for Women	judith.vaughan-prather@montgomerycountymd.gov
	Joan Planell	Senior Legislative Analyst	Joan.Planell@montgomerycountymd.gov
Archdiocese of Washington	Larry Couch	Legislative Policy Coordinator, Office for Justice and Service	couchl@adw.org
CASA of Maryland	Alexis De Simone	Women's Organizer	adesimone@casamd.org
	Doris Depaz	Community Organizer	ddepaz@casamd.org
	Elizabeth Keyes	Domestic Worker Attorney	ekeyes@casamd.org
	Kim Propeack	Advocacy Director	kpropeack@casamd.org
Commission for Women	Deborah Horan	President, Commission for Women	dlhoran@mac.com
Community Ministry of Montgomery County	Becky Wagner		rwagner@communityministrymc.org
Migrant and Refugee Cultural Support, Inc.	Jeredine Williams	Executive Director, MIRECS	mirecs@aol.com
National Asian Pacific American Women's Forum (NAPAWF)	Ann Surapruik		ann.surapruik@hhs.gov
	Nadine Wu		nadine.wu@gmail.com
Progressive Maryland	Lily Whitesell	Field Canvass Director	lily@progressivemaryland.org

Project Timeline

ID	Task	Owner(s)	February	March	April	May
	Preliminary Tasks					
1	Final Draft of Research Design		14-Feb			
2	Draft of Survey Design		14-Feb			
3	Submit Research Design to County Council Members		15-Feb → 21-Feb			
4	Distribute Statement of Purpose to Advocacy Groups, et. al.		15-Feb → 21-Feb			
5	Finalize Survey Design with Council and Advocacy Groups		15-Feb → 24-Feb			
6	Develop Initial Outline for Report and Assemble Information for Literature Review		15-Feb → 14-Mar			
	Research Tasks					
7	Meet with County Council / Advocacy Groups - Review project to date and discuss next steps.			21-Mar		
8	Distribute, Collect, and Log Survey Information			17-Mar → →	12-Apr	
9	Complete Data Coding				18-Apr	
10	Draft Final Report and PowerPoint Presentation				2-Apr → 24-Apr	
	Deliverables					
11	Presentation Rehearsal at GWU				25-Apr	
12	Final Report and Presentation Delivered to Montgomery County HHS Committee at 6:30 PM					16-May